



CINTIQ[®] companion



Professional Creative Tablet

User's Manual

[About the Cintiq Companion](#)

[Getting Started](#)

[Customizing your Cintiq](#)

[Pen features](#)

[The multi-touch experience](#)

[The Wacom Desktop Center](#)

[Troubleshooting](#)

[Care and maintenance](#)

[Support options](#)



Cintiq Companion

User's Manual

Version 1.0, Rev H0413

Copyright © Wacom Co., Ltd., 2013

All rights reserved. No part of this manual may be reproduced except for your express personal use.

Wacom reserves the right to revise this publication without obligation to provide notification of such changes.

Wacom does its best to provide current and accurate information in this manual. However, Wacom reserves the right to change any specifications and product configurations at its discretion, without prior notice and without obligation to include such changes in this manual.

The above year indicates when this manual was prepared. However, the date of release to the users of the manual is simultaneous with the introduction into the market of the applicable Wacom product.

Cintiq and Wacom are registered trademarks of Wacom Co., Ltd.

Adobe and Photoshop are either registered trademarks or trademarks of Adobe Systems Incorporated in the United States and/or other countries. Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Any additional company and product names mentioned in this documentation may be trademarked and/or registered as trademarks. Mention of third-party products is for informational purposes only and constitutes neither an endorsement nor a recommendation. Wacom assumes no responsibility with regard to the performance or use of these products.

ExpressKey is a registered trademark of Ginsan Industries, Inc., and is used with permission.

Front cover image courtesy of www.daniellieske.com



TABLE OF CONTENTS

ABOUT THE MANUAL	4	Using Screen Keys or Screen Touch Strips	37
ABOUT THE CINTIQ COMPANION	5	Changing the appearance of on-screen controls	37
Features	5	Managing On-Screen Controls	37
Parts and Accessories	6	Button functions	38
Unpacking	6	Using and customizing the Radial Menu	45
Front view	7	Application-specific settings	46
Rear and side views	8	Creating an application-specific setting	47
Adjusting the stand	9	Changing application-specific settings	48
Operating System	10	Removing application-specific settings	48
Battery status and Operation	10	Working with multiple tools	48
GETTING STARTED	11	Renaming the tablet in the tablet list	48
Setting up your work area	12	TROUBLESHOOTING	49
The Wacom Desktop Center	12	General Function	49
Pen features	15	Testing controls and input tools	49
Using the pen	16	Testing the ExpressKeys and Rocker Ring	51
Holding the pen	16	Testing a pen	51
Positioning	17	General problems	52
Clicking	17	Windows-specific problems	56
Erasing	17	Support options	57
Dragging	17	Obtaining software updates	57
Side switch	17	FREQUENTLY ASKED QUESTIONS	58
Working with pressure sensitivity	17	CARE AND MAINTENANCE	60
Drawing with tilt	17	Caring for the Cintiq	60
Pen and digital ink capabilities in Windows	18	Replacing the pen nib	61
Using the ExpressKeys, Rocker Ring, and Windows Button	19	OTHER USEFUL INFORMATION	62
The multi-touch experience	20	Uninstalling Cintiq	62
Navigating with multi-touch	20	Managing preferences	63
Customizing multi-touch	20	Installing multiple tablets	64
Setting multi-touch options	21	Using applications integrated for tablet control	64
Testing multi-touch	22	Importing expert settings	65
Working with multiple monitors	22	Product information	65
Customizing your Cintiq	23	Product specifications	66
Viewing Settings and Express View	23	Warranty Service in the U.S.A. and Canada	66
Control panel overview	24	Warranty Service Outside of the U.S.A. and Canada	66
Calibrating the Cintiq	26	Ordering parts and accessories	67
Customizing the pen	27	GLOSSARY	68
On-Screen Controls	33		
Creating Screen Keys or Screen Touch Strips	33		
Customizing Screen Keys or Screen Touch Strips	35		
Assigning Panels to ExpressKeys or Rocker Ring buttons	35		





ABOUT THE MANUAL

This manual provides quick access to information about your Cintiq Companion (Cintiq). The information applies to the Windows 8 operating system.

- Go directly to [Table of contents](#) or [Index](#) topics by clicking on them.
- Use the navigation controls to move through the manual.

Contents

Go to table of contents.



Go to front page.

Index

Go to index.



Page back, or page forward.



Go back to previous view.

- Use your .pdf viewer zoom-in tool to increase the size of the manual on your screen. See the viewer application help for information on any additional tools that help you use and print the manual.
- SMALL CAPITAL LETTERS are used to identify the names of keyboard keys, dialog boxes, and Wacom Control Panel options.
- Be sure to read the Important Product Information document, which is available in the USER MANUALS section of the Wacom Desktop Center. The guide includes product safety precautions, specifications, and your license agreement.
- Information about your operating system or application software is not included in this manual.

Wacom's philosophy is to continually improve all of its products. As a result, engineering changes and improvements are made from time to time. Therefore, some changes, modifications, and improvements may not be covered in this manual.





ABOUT THE CINTIQ COMPANION

The Cintiq Companion is a high-performance mobile computer that supports both pen and touch input.

Your Cintiq is designed to accommodate your work preferences. It can be used in landscape or portrait orientation, lying flat on your desk or in your lap. In landscape orientation, it can also be placed in one of three different inclined positions using the stand provided. When drawing or sketching, you have up to 2048 pressure levels and a smooth, comfortable drawing surface.

You can use the Cintiq as a completely mobile, battery-powered device. You can also use the Cintiq while it is plugged into a power source.

The Cintiq Companion uses the Windows 8 operating system.

FEATURES

Your Cintiq Companion features the following:

- Professional-level pen input
- Multi-finger touch input
- Two rear speakers
- Two microphone jacks
- Volume control button
- Autorotate toggle switch
- Front camera for web conferencing
- Rear camera for taking pictures or recording videos.
- Detachable stand providing inclined positions when used in landscape orientation
- Two USB ports for attaching peripheral devices
- Mini DisplayPort for video out
- MicroSD card slot for additional storage
- Eight GB RAM
- Built-in Global Positioning System (GPS)
- Bluetooth connectivity
- Wifi network capability

See the [Front view](#) and [Rear and side views](#) of the Cintiq for the locations of these features.





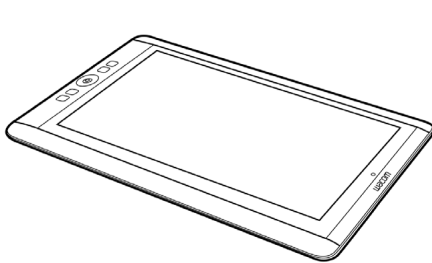
PARTS AND ACCESSORIES

The Cintiq Companion and supplied accessories are shown below.

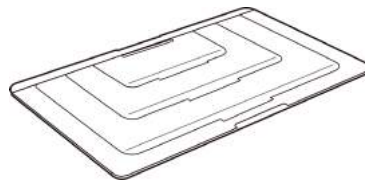
UNPACKING

- Unpack the Cintiq and place it on your desktop, or another work area that is level and stable. Make sure the surface is flat, clean, and dry. Inventory the items and ensure the box contents are complete.
- Remove any packing materials from the back of the Cintiq and its cabling. Save the packing materials and box for use when shipping or storing the Cintiq.

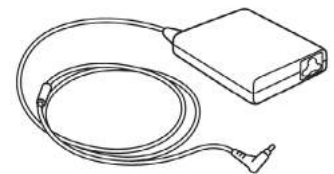
Note: If you place the Cintiq face-down for any reason, use a soft, clean cloth or pad under the front of the display to make sure the screen will not be damaged through contact with another surface.



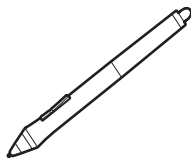
Cintiq Companion



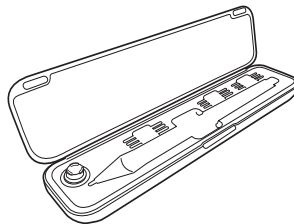
Cintiq stand



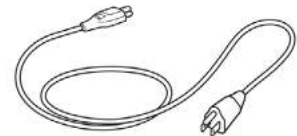
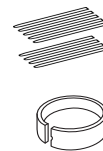
AC adapter



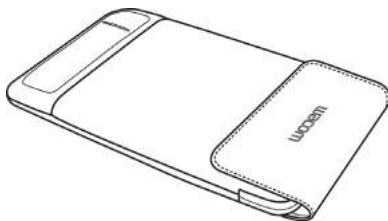
Pen and
personalization rings



Pen case, replacement nibs
and nib extraction tool



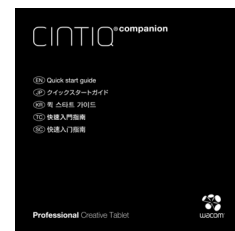
Power cable



Soft case



Cloth



Quick Start Guide booklet
(printed)

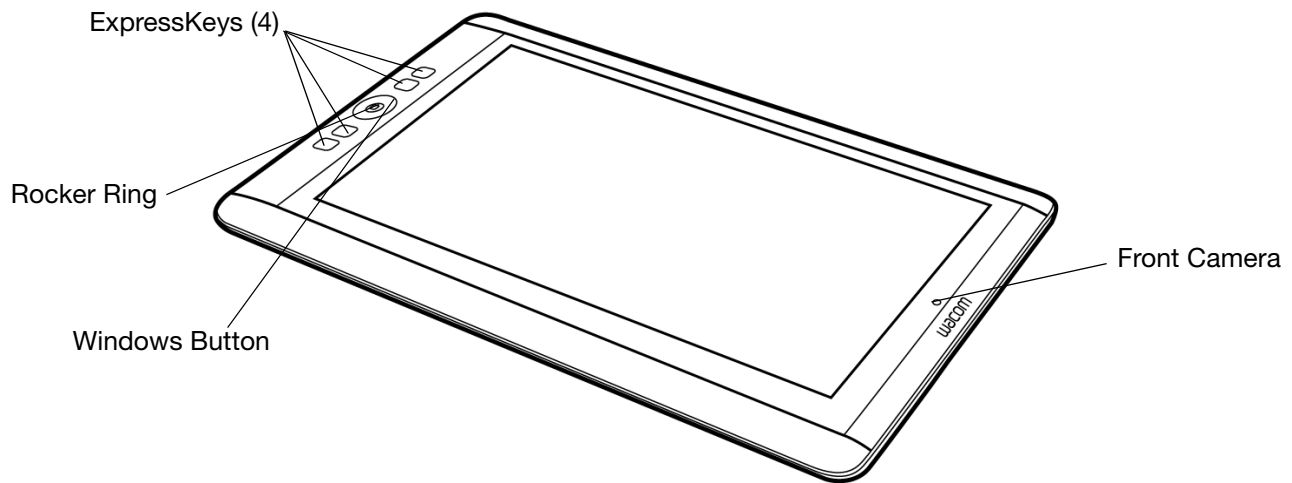
Warranty card included with
some configurations.





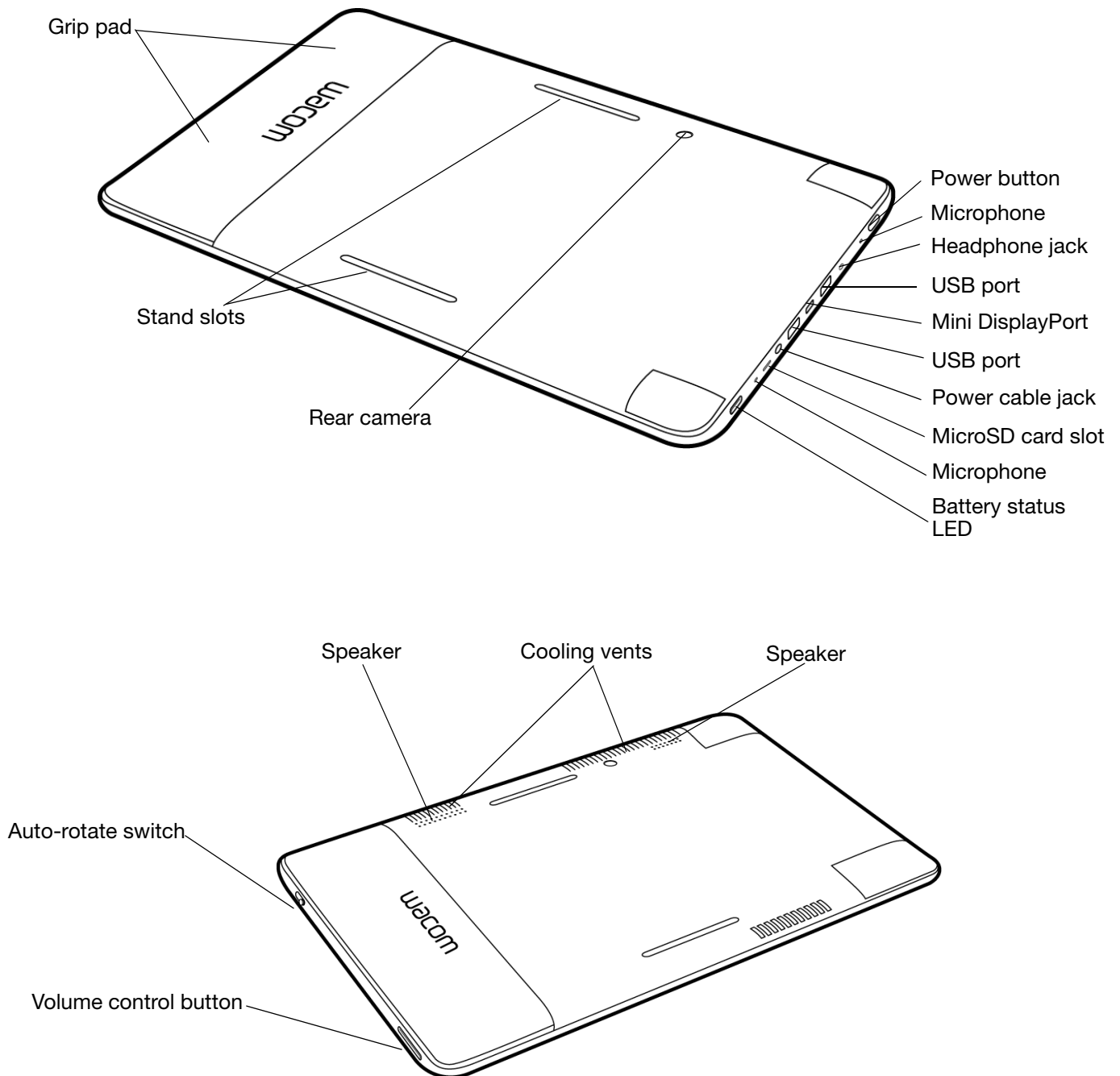
FRONT VIEW

The features of your Cintiq are illustrated below. It can be configured for either right-handed or left-handed use, and positioned in landscape or portrait orientations.





REAR AND SIDE VIEWS

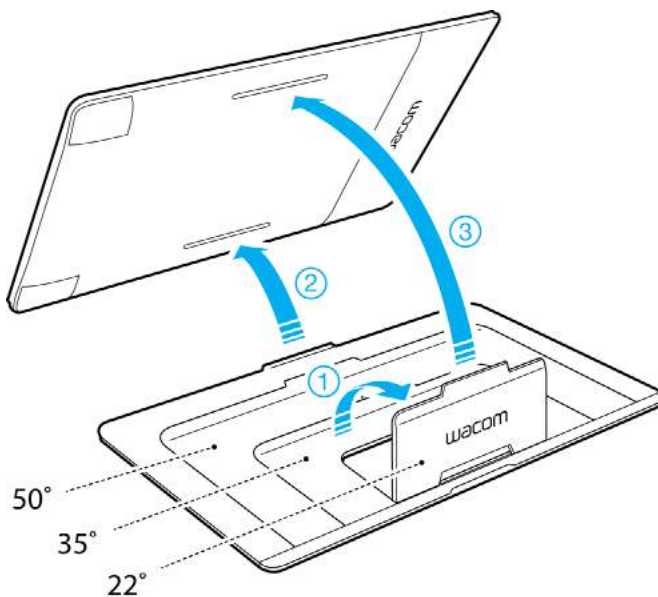




ADJUSTING THE STAND

In landscape orientation, the Cintiq stand can be used in one of three inclined positions. You can adjust the display incline as follows. Refer to the rear and side views below.

1. Place the Cintiq on a flat, stable surface, in the orientation you prefer (ExpressKeys to the right or left).
2. Place the stand with the aluminum surface down and the three tabs facing up.
3. Decide which of the inclines you want to use.
4. Hold the Cintiq upright so you can see the back.
5. Place the tab at the bottom edge of the stand into the slot in the lower edge of the Cintiq.
6. Keeping the lower tab in the slot, tilt the Cintiq toward the stand and insert the tab for the incline you want to use into the other slot. Make sure both tabs are fully inserted into the slots.





OPERATING SYSTEM

The Cintiq Companion uses the Windows 8 operating system, and supports both the standard desktop and the new Windows 8 Start screen.

For help and information on using Windows 8, explore the Microsoft support website:

<http://support.microsoft.com/find-solutions/windows/windows-8>.

[Getting Started](#)

[Setting up your work area](#)

BATTERY STATUS AND OPERATION

The battery status LED on the Cintiq indicates battery conditions as follows:

Status	Battery Status LED
Off	Off
Charging	With AC power: Amber Without AC power: Not being charged. LED is green if battery charge is normal
Fully charged	With AC power: Green Without AC power: Green
Low battery	With AC power: Red Without AC power: Red (battery is below 10%)
Sleep	Off

Battery status is displayed in the status bar in the bottom right of the screen on the standard desktop, and in the bottom left corner on the Windows 8 Start screen when you swipe in from the right side of the screen. You will receive a notification if the battery charge falls to a low level, and the LED status light will turn red. Completely discharging the battery will cause the Cintiq to shut down.

If the battery's operating temperature becomes too hot or too cold, you will receive a notification. If the battery is too hot and your Cintiq is connected to an external power source, unplug the Cintiq. If you have a problem with battery operation that you are not able to resolve, please contact Wacom Support.

To protect and maximize the life of your battery:

- Operate and store your Cintiq at room temperature.
- Do not allow your battery to be completely discharged. Wacom recommends that you operate with power connected at least some of the time while you are working.
- When you disconnect the Cintiq from the power cable to begin using it as a mobile device, check to see that the battery status LED is green, which indicates that the battery has enough charge.
- Do not ignore low-battery notifications.
- If you will not be using your Cintiq for an extended period of time, charge the battery before final use. Restart the Cintiq periodically and check the battery status icon. Charge the battery again if it is low.

Important: Do not attempt to access, remove, repair, replace, or alter your Cintiq's battery. If you have a problem with the battery, please contact Wacom Support for your region.

- Review the Important Product Information document, which provides product specifications, warranty terms, and related information. The document is available in the USER MANUALS section of the Wacom Desktop Center.

Also see [Product specifications](#).

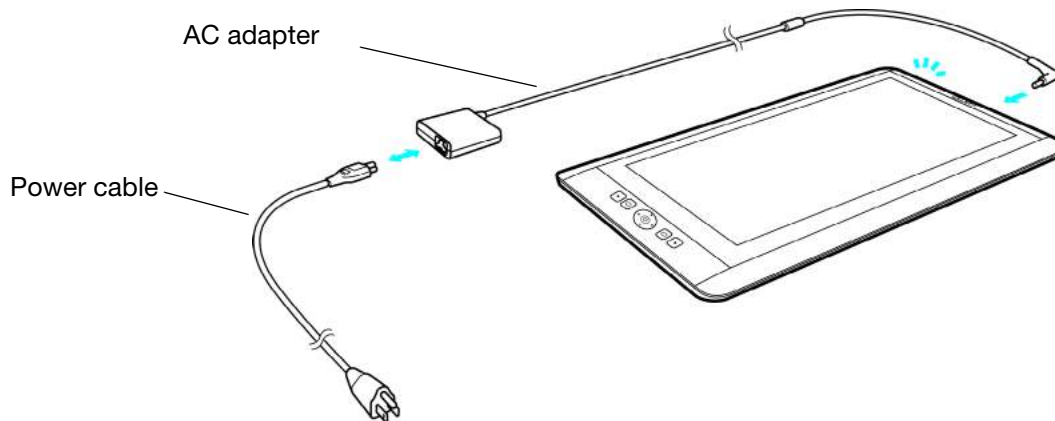




GETTING STARTED

The Cintiq driver is pre-installed on your Cintiq. When you are ready to begin using it, complete the following steps.

7. For the first use of your Cintiq, connect it to a power source using the power cable and AC adapter. See [Rear and side views](#) for the locations of Cintiq features.



8. Press and hold the Power button for 2 to 3 seconds to turn on your Cintiq. Windows 8 will launch.
9. Make sure that you have wifi and Internet access.
10. Follow the on-screen steps for configuring Windows 8.
11. When Windows 8 configuration is complete, launch the Wacom Desktop Center:
 - From the standard desktop, click the Wacom Desktop Center icon in the lower left task bar.
 - On the Windows 8 Start screen, click the Wacom Desktop Center tile.
12. Wacom recommends that you click the Wacom Software Update, which is the first item in the Wacom Desktop Center, to download the most recent version of the Cintiq driver.

You can access the Wacom Control Panel from the task bar on the standard desktop, or from a tile on the Windows 8 Start screen.

Wifi network status is displayed in the status bar in the bottom right of the screen on the Windows standard desktop, and in the bottom left corner on the Windows 8 Start screen when you swipe in from the right side of the screen.





SETTING UP YOUR WORK AREA

To minimize fatigue, organize your work area to create a comfortable environment. Position the Cintiq, the pen, and your keyboard for easy access without unnecessary reaching. Your Cintiq and any other displays should be positioned so you can view them comfortably with a minimum of eyestrain.

You may use your Cintiq in the landscape or portrait orientation that is most comfortable for you. When you move the Cintiq from one position to another, the screen display will switch to the correct orientation a few seconds after you change the Cintiq's position.

To lock in a preferred orientation for your Cintiq, use the Autorotate toggle switch on the side of the Cintiq to keep the orientation from changing even if the position of the tablet is changed. See [Rear and side views](#) for the location of the Autorotate switch.

Important Notes:

Do not block the cooling vents on the back of the Cintiq. Do not place the Cintiq on a soft surface such as a cushion, blanket, etc.

Use the Cintiq on a firm, flat surface, or on your lap.

Use the stand only for setting up an inclined position. Remove the stand to use the Cintiq in a flat position.

If the Cintiq overheats, it will shut down. You will have to wait for it to cool down before restarting it.

The Cintiq and the pens are not made to come apart, except to personalize your pen with a color ring. Otherwise, taking apart the product will void your warranty.

Take care to never spill liquids onto the Cintiq or the pen. Be especially careful of getting the display, Rocker Ring, ExpressKeys or pen buttons and pen tip wet, as they contain sensitive electronic parts that will fail if they are exposed to liquids.

THE WACOM DESKTOP CENTER

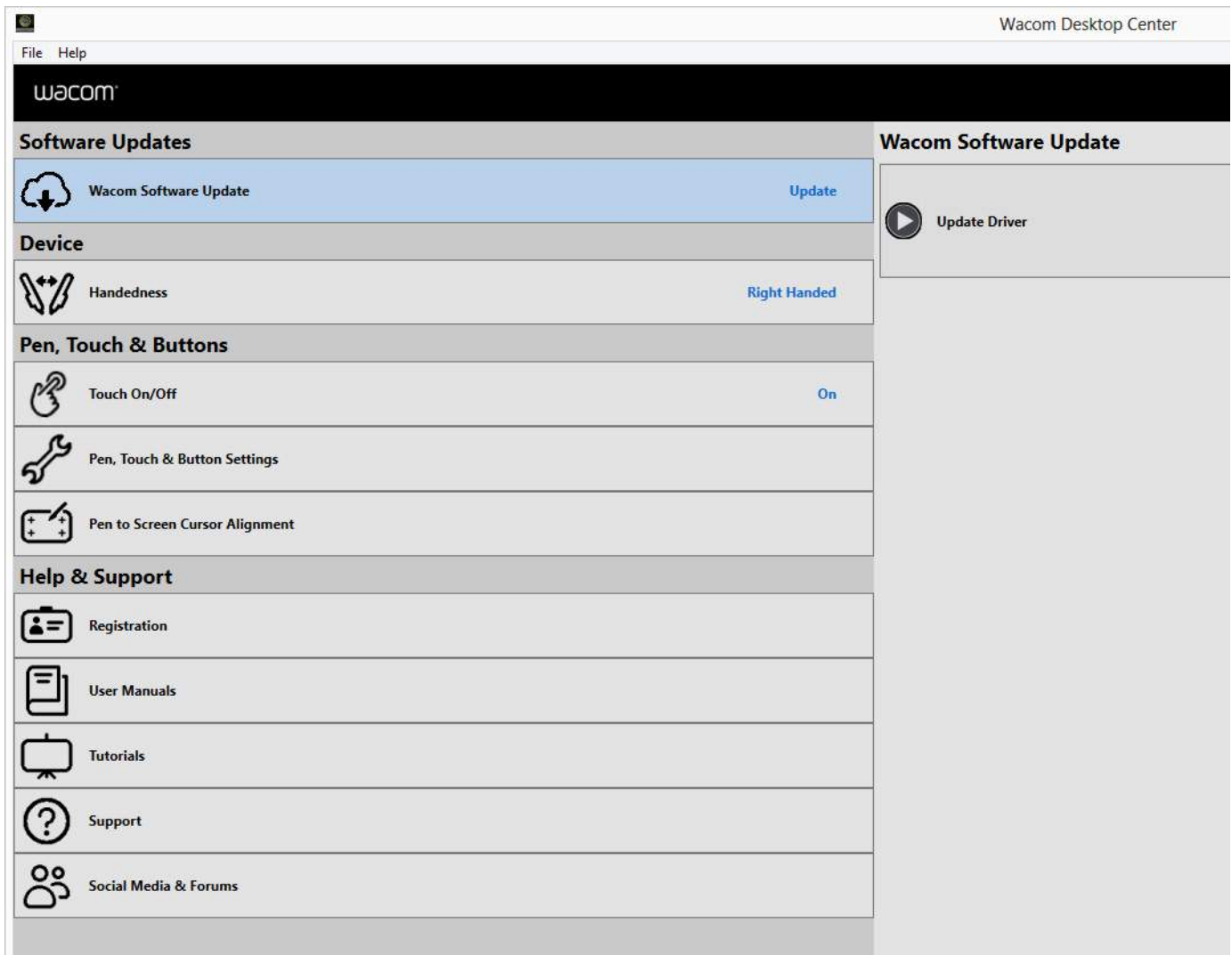
Wacom Desktop Center is a utility that lets you change the pen and touch input settings for your Cintiq, learn more about how to use it, and connect to related websites. You can access the Desktop Center at any time from the standard desktop or the Start screen, and you can place the icon in the Taskbar. Select from the activities on the left side of the screen to see options for each one, as shown below.

A short tutorial to help you learn about and understand your Cintiq is available when you first start it up. You can view the tutorial at that time, or access it later from the Help & Support section of the Wacom Desktop Center.

The Handedness configuration you choose is used to determine the default settings for the ExpressKeys. You can use the Wacom Desktop Center to configure your Cintiq for a left-handed or right-handed user at any time. The ExpressKeys will change automatically to adjust to the new setting. You can also set Handedness in the Wacom Control Panel Options dialog (see [Customizing your Cintiq](#).)

You can access the Wacom Control Panel from the task bar on the standard desktop, or from a tile on the Windows 8 Start screen.







The following options are available from the Wacom Desktop Center:

- WACOM SOFTWARE UPDATES. Click on UPDATE DRIVER to view Cintiq driver updates.
- DEVICE.
 - HANDEDNESS. Choose the orientation for your Cintiq, depending on whether you are right-handed or left-handed.
- PEN, TOUCH & BUTTONS.
 - TOUCH ON/OFF. Select the radio button for turning Cintiq touch on or off.
 - PEN, TOUCH & BUTTON SETTINGS. This option will access the Wacom Control Panel settings for the following features:
 - Pen. See [Customizing the pen](#). For a general description of pen use, see [Pen features](#) and [Using the pen](#).
 - Touch. See [Setting multi-touch options](#) and [Customizing multi-touch](#). For a general description of multi-touch use, see [The multi-touch experience](#).
 - ExpressKeys and Rocker Ring. See [Using the ExpressKeys, Rocker Ring, and Windows Button](#).
 - PEN TO SCREEN CURSOR ALIGNMENT. See [Calibrating the Cintiq](#).
- HELP & SUPPORT.
 - REGISTRATION. Click the registration link to access the Wacom product registration site.
 - USER MANUALS. This option allows you to access this manual and the Important Product Information document, which provides product specifications, warranty terms, and related information.
 - TUTORIALS. This option allows you to view instructional videos that will help you begin using your Cintiq, and learn more about how to work with it. You will need a wifi connection to access these videos.
 - SUPPORT. This option allows you to access the Wacom Support site for help with your Cintiq, as well as other web sites that may help to learn more or answer your questions.
 - SOCIAL MEDIA AND FORUMS. This option allows you to launch additional web sites that will help you learn more about working with your Cintiq.

The Wacom Desktop Center screen also shows battery status in the upper right corner. If a battery notification shows a low charge, you will need to connect it to a power source.





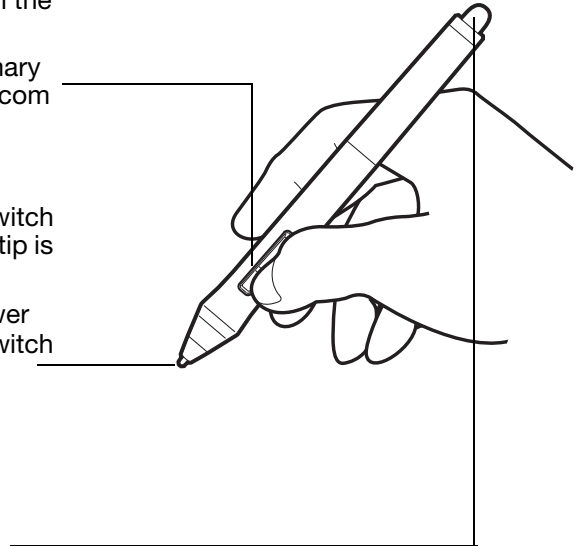
PEN FEATURES

Pen tip (replaceable nib): The pen activates as soon as it is brought within proximity of the Cintiq's screen. This allows you to position the screen cursor without touching the pen tip to the screen.

When pressure is applied to the pen tip, the pen simulates a primary mouse button click. Tip click pressure can be adjusted in the Wacom Control Panel.

Side switch: The pen comes equipped with a customizable side switch. It has two functions that can be selected by rocking the switch in either direction. You can use the side switch whenever the pen tip is within proximity (5 mm (0.2 inch)) of the screen surface.

By default, the upper switch is set to DOUBLE CLICK, and the lower switch is set to RIGHT CLICK. You can [customize](#) or disable the switch functions using the Wacom Control Panel.



Eraser: The pressure and proximity functions are the same as for the pen tip. In most applications, the eraser function is automatic.

Important:

- Use only the pen that came with your product, or a Wacom accessory pen specified for use with Cintiq. Other pens may not function properly, or may damage the screen.
- Do not use felt nibs on your Cintiq, as they could scratch the screen.
- When not in use, place the pen in the pen case, or lay it flat on your desk. To maintain the sensitivity of your pen, do not store it in a container where it will rest on the tip or eraser. Improper storage may damage pen tip pressure sensor(s).





USING THE PEN

There are four basic techniques for using the pen: pointing, clicking, double-clicking, and dragging.

[Holding the pen](#)

[The multi-touch experience](#)

[Clicking](#)

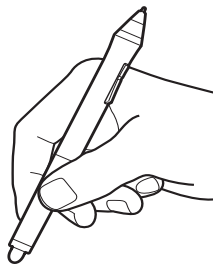
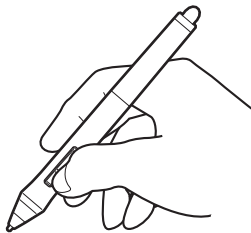
[Dragging](#)

[Working with pressure sensitivity](#)

[Drawing with tilt](#)

HOLDING THE PEN

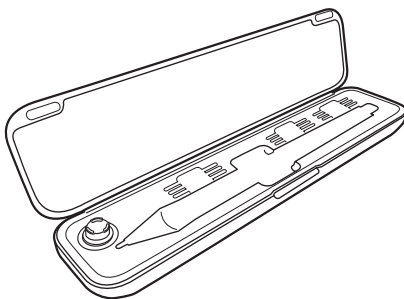
Hold the pen like you would a normal pen or pencil. Adjust your grip so that the side switch is in a convenient location where you can toggle it with your thumb or forefinger. Be careful not to accidentally press the switch while drawing or positioning with the pen.



If you are working in a multi-user environment or otherwise want to personalize your pen, unscrew the tip cone and replace the colored ring with one of another color (included).

You can [customize](#) the pen settings at any time.

Place the pen within easy reach while you work. When not in use, place the pen in the pen case, or lay it flat on your desk.



Important: To maintain the sensitivity of your input tools, do not store them in a container where they will rest on their tip or eraser. Improper storage may damage the pen tip pressure sensor(s).





POSITIONING

To position the screen cursor, move the pen slightly above the Cintiq screen without touching the screen surface. Press the pen tip on the screen to make a selection.

Note: [Calibrating the Cintiq](#) ensures correct alignment of the screen cursor with the pen tip.

If the screen cursor does not jump to a position near the pen tip when you place the pen on the screen, the Cintiq software driver may not be installed or is not loading. Install the driver software if necessary.

CLICKING

Tap the screen once with the pen tip, or touch it to the screen with enough pressure to register a click.

To double click, press the upper side switch (when set to DOUBLE CLICK), or quickly tap the screen twice in the same place with the pen tip.

ERASING

In supported applications the pen eraser works like the eraser on a pencil. In text applications, use the eraser to select text and then lift the eraser from the Cintiq screen to delete the text.

Visit the Wacom website to learn about applications that support the eraser. See [Product information](#). If the eraser is not supported in an application, you can still use it for positioning, drawing, or annotation.

DRAGGING

Select an object, then slide the pen tip across the screen to move the object.

SIDE SWITCH

The pen has a customizable side switch. It has two functions that can be selected by rocking the switch in either direction. For details see [Pen features](#).

WORKING WITH PRESSURE SENSITIVITY

The pen responds to the nuance and inflection of your hand movements, enabling you to create natural-looking pen and brush strokes within applications that support this feature.

To draw, ink, or write with pressure sensitivity, move the pen along the screen surface while applying various amounts of pressure downward on the tip of the pen. Press hard for thick lines or dense color. Press gently for thin lines or softer color. Some applications require that you first select a pressure-sensitive tool from the application tool palette. To adjust tip feel, see [Adjusting tip feel and double-click](#).

Visit the Wacom website to learn about applications that support pressure. See [Product information](#).

DRAWING WITH TILT

The Cintiq recognizes when you tilt the pen from vertical to incline positions. Tilt can be used to control line shape and thickness in supported applications.

Visit the Wacom website to learn about applications that support tilt. See [Product information](#).





PEN AND DIGITAL INK CAPABILITIES IN WINDOWS

Windows 8 provides extensive support for pen input. Use Cintiq and your Wacom pen for quick, intuitive results.

- Note taking. Jot notes and capture quick sketches in Windows Journal. Use the Journal search engine to locate your handwritten content.
- Handwriting recognition. Quickly enter handwritten information in any location that can accept typed input. Convert your handwritten content to typed text at any time.
- Digital Ink in Microsoft Office. Utilize the enhanced digital mark-up and inking tools found on the REVIEW tab within applicable applications.

To open Windows Journal in Windows 8:

1. Select Search from the Charms bar on the Start screen.
2. Enter “Windows Journal” in the Search box on the right side of the screen.
3. Select the Windows Journal box when it appears on the left side of the screen.





USING THE EXPRESSKEYS, ROCKER RING, AND WINDOWS BUTTON

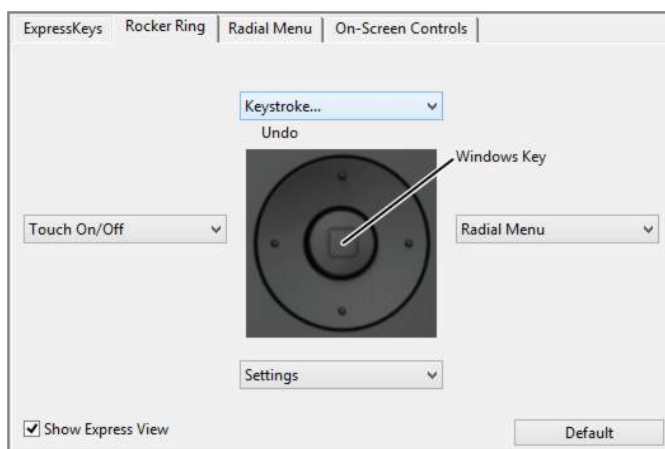
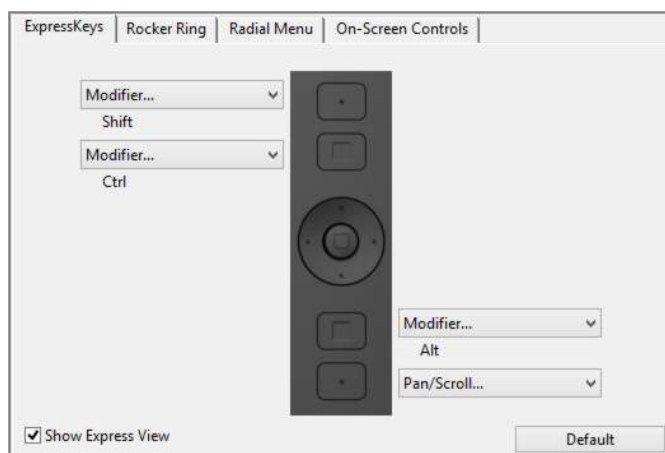
You can use the ExpressKeys and Rocker Ring to perform frequently used functions or keystrokes, or to modify your pen or other input tool properties as you work.

The four positions of the Rocker Ring (left, right, top and bottom) can be customized just like ExpressKeys. For example, you can:

- Set a key to a commonly used keyboard shortcut, file or application.
- If you cannot, or prefer not to, use the side switches on your pen, set a key to right-click or double-click.
- See [Customizing the ExpressKeys and Rocker Ring](#) for other functions that can be customized.

Default settings for the ExpressKeys and Rocker Ring are shown below. Right-handed configuration is shown. For left-handed configuration, the ExpressKey settings are swapped (or flipped) from left to right.

The Windows Button toggles between the Windows 8 standard desktop and the Start screen.



Important: Some applications can override and control the ExpressKey or Rocker Ring functions. For details, see [Using applications integrated for tablet control](#).





THE MULTI-TOUCH EXPERIENCE

Your Cintiq Companion provides interactive multi-touch functions, which enable you to interact with your Cintiq using only your fingertips on the pen display screen surface.

You can use touch on the pen display as you would on any other Windows or Android device.

For Windows gestures, refer to the Wacom Gesture Guide at www.wacom.com/en/support/manuals.

- When using touch, you can generally position your fingers as far apart as is comfortable. However, placing your fingers too close together may be interpreted by the pen display as input from a single finger, or it may confuse which finger initiated or performed an action or gesture. Your fingers must remain within the active area of the screen surface.
- Experiment with touch to see what works best for you. Take care to prevent accidental touches on the display screen when making gestures. For example, if your small finger touches the display screen surface when zooming or scrolling, you may trigger an unanticipated right-click.

Note: You can simultaneously work with the pen and touch in supporting applications. The pen has priority over touch whenever the pen tip is within proximity of the pen display screen. Lift the pen and your hand away from the display screen surface to enable touch.

[Navigating with multi-touch](#)

[Customizing multi-touch](#)

[Testing multi-touch](#)

NAVIGATING WITH MULTI-TOUCH

Touch can be enabled or disabled from an assigned ExpressKey, or by selecting the ENABLE TOUCH INPUT box on the TOUCH OPTIONS tab in the Wacom Control Panel. You can customize touch functions with the ExpressKeys and Rocker Ring.

CUSTOMIZING MULTI-TOUCH

You can use the Wacom Control Panel to customize your product for the way you like to use multi-touch. Select the TOUCH icon in the TOOL list. Then select an appropriate tab to customize, and change settings using the available options. See also [Navigating with multi-touch](#).

[Control panel overview](#)

[Setting multi-touch options](#)

[Application-specific settings](#)

[Working with multiple monitors](#)





SETTING MULTI-TOUCH OPTIONS

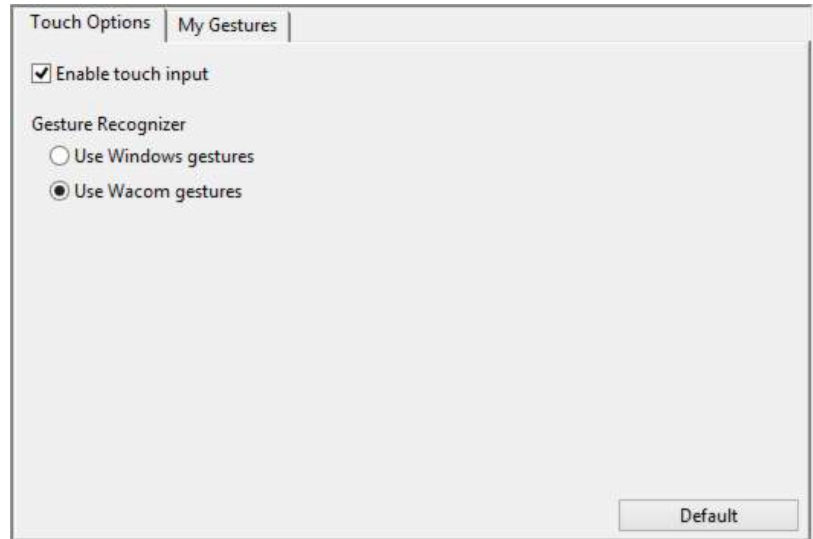
You can enable touch by selecting the ENABLE TOUCH INPUT box on the TOUCH OPTIONS tab.

Enable touch by clicking the box.

Choose an option to use Windows standard gestures or Wacom gestures. The default is to use Windows gestures.

This is a global option and will apply to all of your applications.

Tip: Choose USE WACOM GESTURES for a consistent touch experience across applications.



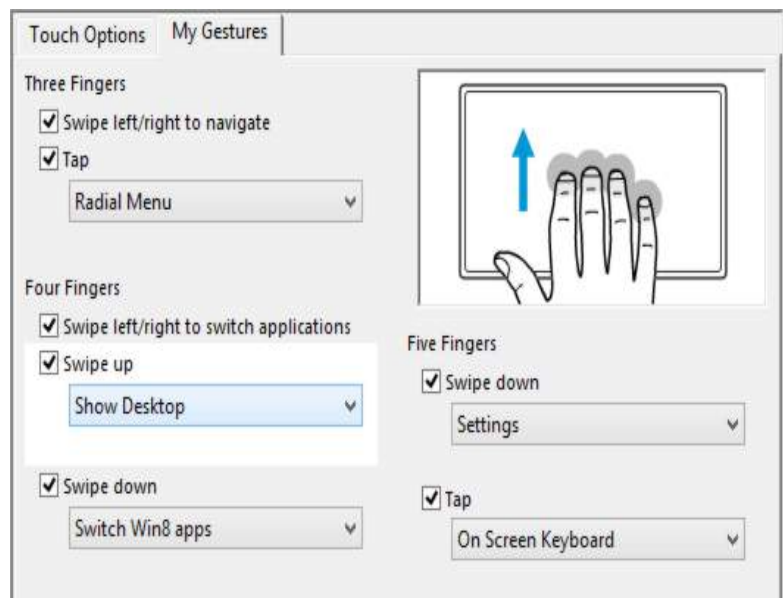
On the two tabs below, position the screen cursor over a touch option to see a static image of that function.

If you do not choose a specific option to view, the Wacom Control Panel will display each option sequentially, from top to bottom.

See also [Navigating with multi-touch](#).

The MY GESTURES tab is visible if you select the USE WACOM GESTURES option in the TOUCH OPTIONS tab.

[Multi-touch](#) gestures are modified based on your selection from the drop-down menus, and are available when selected.





TESTING MULTI-TOUCH

If you encounter problems with multi-touch:

1. Make sure the Cintiq is powered on.
2. Check the assigned touch functions or reset them to their default conditions.
3. Attempt to move the screen cursor by touching your finger in different places on the display screen surface. Touch to select an item.
4. Open the Wacom Control Panel and click on the ABOUT button. In the dialog box that appears, click DIAGNOSE... The DIAGNOSTICS dialog box shows dynamic information about the pen display and tools, and appropriate information for touch-sensitive product models.

When you are done, click the CLOSE button to exit the dialog box.

WORKING WITH MULTIPLE MONITORS

When working with Cintiq and additional monitors, the screen cursor movement on the monitors will depend on your system configuration. Use the Windows 8 Control Panel to set your display preferences.

If a second monitor is connected in mirror mode, both the Cintiq and the other monitor will show identical images and screen cursor movement.

There are two options for navigating on other monitors:

- Set a pen side switch or an ExpressKey to MODE TOGGLE. You can then quickly switch between pen mode for working on the Cintiq and mouse mode for working on another monitor.
- You can also connect an Intuos Pro tablet and use it to work on the other monitors in pen mode. The pen will work on both the Cintiq and the tablet.





CUSTOMIZING YOUR CINTIQ

You can customize your Cintiq and adjust input tool settings through the Wacom Control Panel. You can access the Wacom Control Panel from the task bar on the standard desktop, or from a tile on the Windows 8 Start screen.

Advanced users can learn how to further optimize the Cintiq by creating [Application-specific settings](#).

[Customizing your Cintiq](#)

[Control panel overview](#)

[Calibrating the Cintiq](#)

[Customizing the pen](#)

[Customizing the ExpressKeys and Rocker Ring](#)

[Button functions](#)

[Using and customizing the Radial Menu](#)

[Application-specific settings](#)

[Working with multiple tools](#)

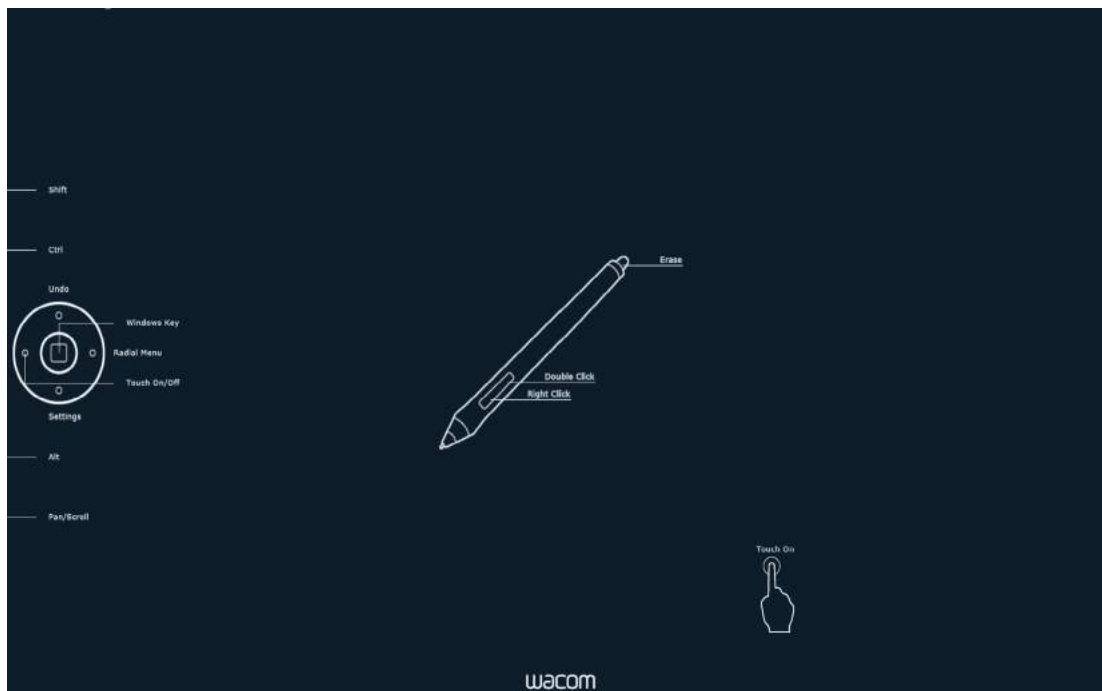
[Renaming the tablet in the tablet list](#)

VIEWING SETTINGS AND EXPRESS VIEW

Select the Show Express View checkbox on the ExpressKeys tab of the Wacom Control Panel to display Express View, which allows you to see the setting for any ExpressKey or Rocker Ring position.

You can assign the Settings function to an ExpressKey or Rocker Ring position. When you click that key or position, Express View will appear. You can then click any item on the diagram to change the setting. The Express View display closes approximately 1 second after you release the ExpressKey.

Turn off this feature by deselecting the checkbox.





CONTROL PANEL OVERVIEW

You can use the Wacom Control Panel to customize your Cintiq and your pen. When you open the Wacom Control Panel, an icon for the pen or other input tool is displayed in the TOOL list. The appropriate tabs are displayed.

To open the Wacom Control Panel:

Open the Wacom Control Panel by clicking either the Wacom Control Panel icon on the bottom of the Desktop screen, or the Wacom Tablet Properties tile on the Start screen. See [Control panel overview](#).

User-specific preferences are supported. After logging on, each user can customize their personal settings in the Wacom Control Panel. Switching to another user will load the settings for that user.

Icons represent your pen display (TABLET), TOOL, and APPLICATION settings.

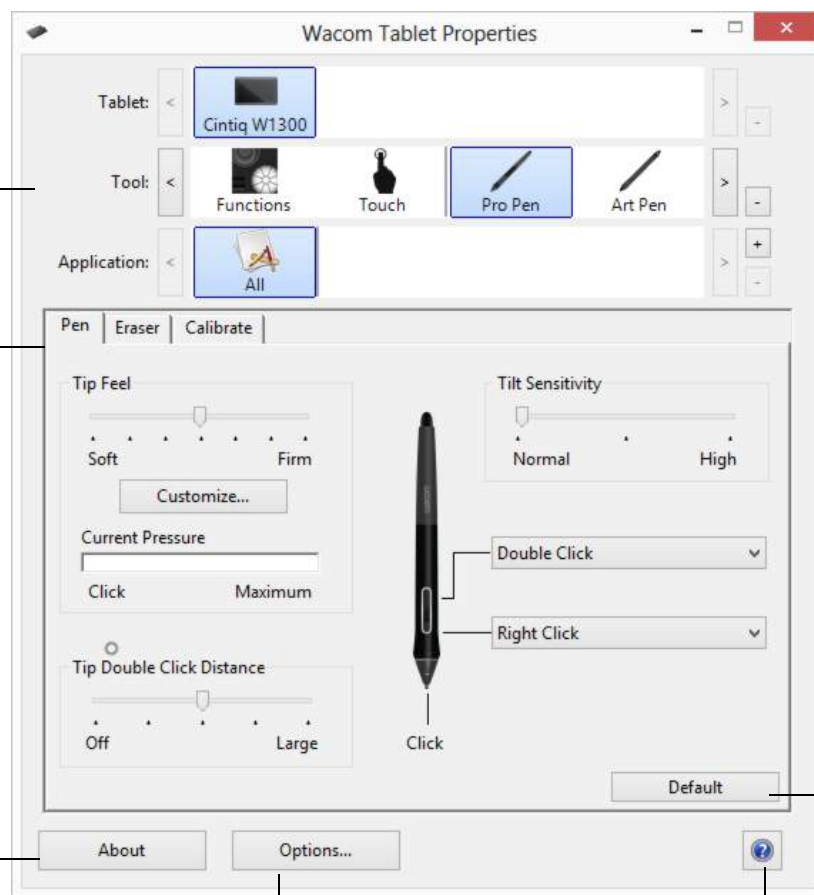
Tabs display customizable settings for the selected TOOL

Displays information dialog, and option to **DIAGNOSE...** your product.

Displays Advanced options

Choose **FUNCTIONS** to customize the ExpressKey and [Radial Menu](#) settings.

Choose **PRO PEN** to customize the pen settings. The icon is available after you have used a pen on the pen display.



Resets the selected tab to its default settings.

Downloads or displays this manual.



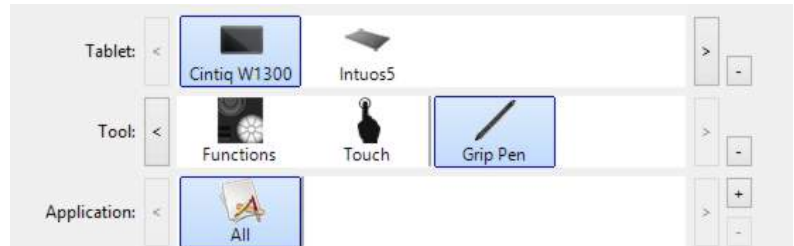


Tool Tips are available for most Wacom Control Panel items. Position the screen cursor over an item and let it rest there. The appropriate Tool Tip will pop up in a few moments. Your keyboard tab and arrow keys can also be used to navigate the control panel.

The TABLET, TOOL, and APPLICATION lists allow you to select the display, tablet, tool, or application for which you want to change settings.

The TABLET list displays an icon for any supported pen display or tablet that has been installed on your system and is currently connected. All settings shown below the list apply to the selected pen display or tablet. Settings can only be viewed or changed for an attached pen display or tablet.

See also [Installing multiple tablets](#) and [Renaming the tablet in the tablet list](#).



Current selections are highlighted.

The TOOL list displays icons for the Cintiq FUNCTIONS and for the different tools that have been used.

To customize settings for a tool, click on its icon in the TOOL list. The appropriate tabs will be displayed. See [Customizing the ExpressKeys and Rocker Ring](#) and [Customizing the pen](#).

Note: The pen will be automatically added to the TOOL list when first used on the Cintiq, and functions using the default settings.

See also [Working with multiple tools](#).

Use the APPLICATION list to define TOOL settings that apply only to a specific application. See [Application-specific settings](#).

Note: The APPLICATION list is optional. It is not necessary to select or add applications in order to customize your tool(s).





CALIBRATING THE CINTIQ

For optimum performance, you must calibrate the Cintiq to align the screen cursor with the position of the pen on the screen. This is required to compensate for viewing angle, and to adjust for [parallax](#). Place the Cintiq in its working position, then follow this procedure.

1. Open the Wacom Control Panel.
If more than one tablet or pen display is installed on your system, select the pen display you are working with from the TABLET list.
2. Select PRO PEN from the TOOL list.
Then select the CALIBRATE tab.
3. Click CALIBRATE... to activate the calibration screen.
4. Hold the pen and position yourself as you normally do when working with the Cintiq. Use the pen tip to click on the center of the crosshairs in the upper-left corner.
5. Then click on the center of the crosshairs that are displayed in the upper-right, lower left, and lower right corners.
6. Test the alignment by positioning the pen at a few different points on the display. Click OK to accept the calibration. Click TRY AGAIN to recalibrate.



To make sure that Windows Ink features are available and function correctly when you work with your pen in Windows applications such as MS Office, click the USE WINDOWS INK checkbox.

In other applications, this functionality may produce undesired effects. If this occurs, uncheck the checkbox and try using your pen again.

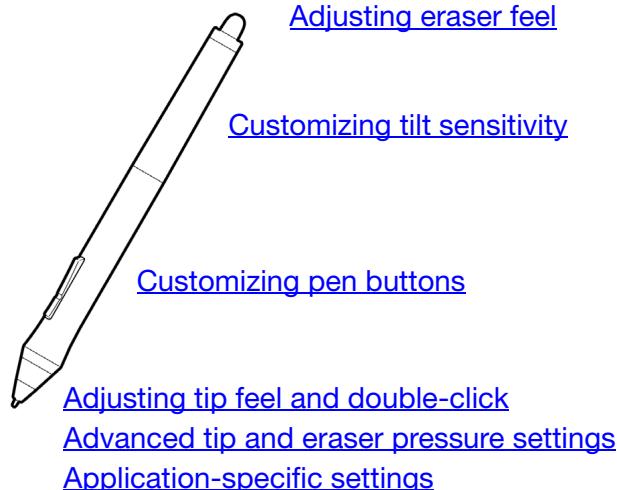
Tip: To see the screen cursor slightly offset from the actual position of the pen tip, calibrate by clicking on a spot showing that offset from the crosshairs. For example, to have the screen cursor appear 2.5 mm (1/10th of an inch) above and to the left of the pen tip, calibrate by clicking on a spot 2.5 mm (1/10th of an inch) below and to the right of the crosshairs.





CUSTOMIZING THE PEN

Use the pen when opening the Control Panel. The pen will be selected in the TOOL list and the appropriate tabs will be displayed. If not selected, choose the pen from the TOOL list. Select a tab and choose from the available options.



Wacom offers a number of optional pens, such as the Art Pen and Airbrush, that are compatible for use with the Cintiq.

- The Art Pen features a pressure-sensitive tip and eraser, as well as sensitivity to tilt and rotation. Rotating the barrel in supporting applications creates a unique effect.
- The Airbrush is a true digital airbrush. It features a pressure-sensitive tip and eraser, tilt sensitivity, and a fingerwheel to control the application of digital paint.

These tools are fully supported in the Wacom driver software. They will appear in the TOOL list of the Wacom Control Panel after you touch the Cintiq's screen with the tip of the tool. The control panel will update to show the new tool and the options available for customization.

In supporting applications you can adjust the functionality of the Art Pen rotation or the Airbrush fingerwheel within the application. See the documentation that came with your application for details.

To learn more about these and other optional tools that can be used with Cintiq, visit the Wacom web site for your region. You can also learn about applications that currently support the advanced features of these tools, and find out how to order additional pens.





ADJUSTING TIP FEEL AND DOUBLE-CLICK

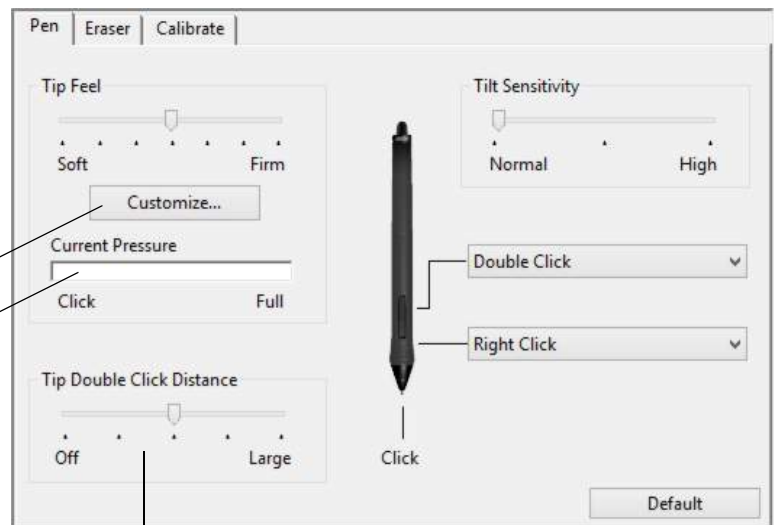
To adjust the tip sensitivity of your pen, select the PEN tab.

Customizes the amount of pressure needed to click, draw, or ink.

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.

Click to [further customize](#) the tip sensitivity.

With your screen cursor positioned over an empty area of the Wacom Control Panel, press down on the pen screen with your pen tip. Use the pressure bar to determine how hard you must press on the pen to reach maximum pressure.



Adjusts the size of the double-click area. Drag slider to OFF if you do not want [double-click assist](#).

Tips:

- Use a soft TIP FEEL for a wider range of pressure values in most pressure-sensitive applications.
- In some applications a soft pressure setting can make the pen overreact so that slight pressure on the pen will be magnified on the screen. If you experience this, try a firmer TIP FEEL setting.
- To make double-clicking easier, expand the tap area that accepts a double-click (the double-click distance).
- A large double-click distance may cause a delay at the beginning of brush strokes in some drawing applications. This may also cause a delay at the beginning of a drag action or inking stroke. If you notice such effects, try setting a smaller double-click distance and using the side switch to double-click. You can also [set an ExpressKey to double-click](#).





ADJUSTING ERASER FEEL

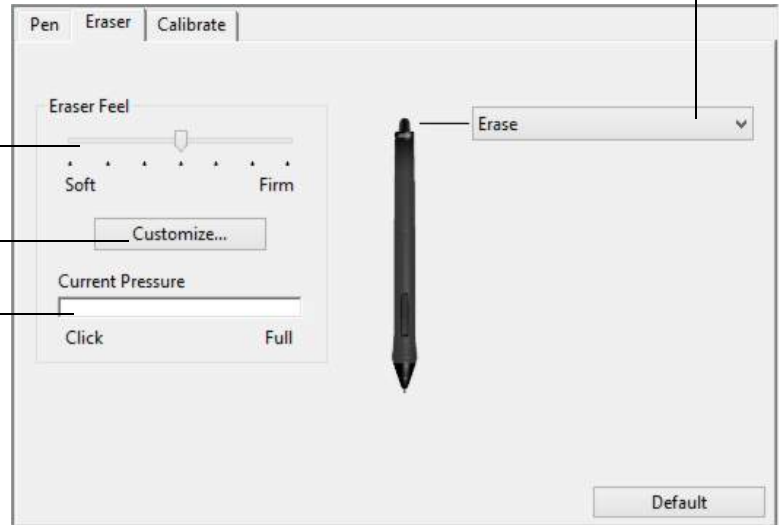
To adjust the eraser sensitivity of your pen, select the ERASER tab.

Select the [function](#) to perform when using the eraser.

Customizes the amount of pressure needed to erase.

Click to [further customize](#) the eraser sensitivity.

With your screen cursor positioned over an empty area of the Wacom Control Panel, press down on the Cintiq's screen with your pen eraser. Use the pressure bar to determine how hard you must press on the eraser to reach maximum pressure.



ADVANCED TIP AND ERASER PRESSURE SETTINGS

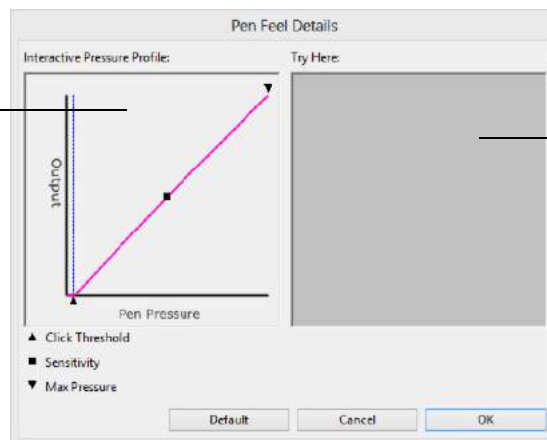
To further customize tip or eraser pressure settings, select the PEN or ERASER tab and click on the CUSTOMIZE... button. Options within the PEN FEEL DETAILS dialog box enable you to independently change the tip or eraser pressure sensitivity and click threshold settings.

Graphically displays the selected pressure sensitivity curve and click threshold settings.

Move the pressure controls to change the sensitivity curve.

- CLICK THRESHOLD determines the amount of force required to register pressure or generate a tip click.
- Use the SENSITIVITY control to change the slope of the pressure response curve.
- MAX PRESSURE determines how hard you must press the pen tip to reach maximum pressure.

A curve that increases quickly makes the pen feel more sensitive.



Using your pen tip or eraser, make several strokes within the box to test the results of your changes.

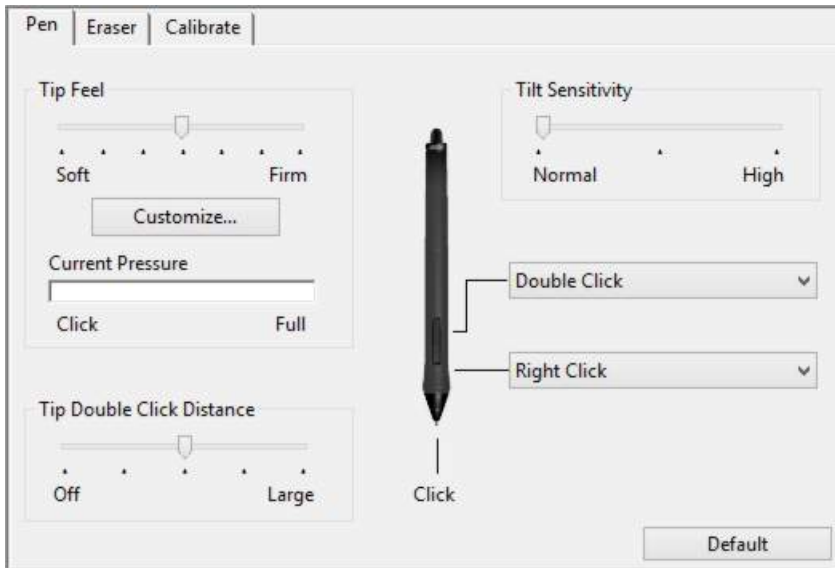
Important: In the PEN and ERASER tabs, these settings are adjusted simultaneously with the TIP FEEL or ERASER FEEL slider, which override the advanced pressure settings.





CUSTOMIZING PEN BUTTONS

Select the PEN tab to change the functions assigned to the side switches and tip of your pen.



Drag to increase or decrease TILT SENSITIVITY. Test the new setting in an application that supports tilt.

The tilt setting applies to both the tip and eraser. Tilt is direction-sensitive, and can be used in some applications to control brush orientation or other characteristics.

When you bring the pen tip within 5 mm (0.20 inch) of the screen surface without touching the screen and press the upper or lower side switch, the selected function occurs.

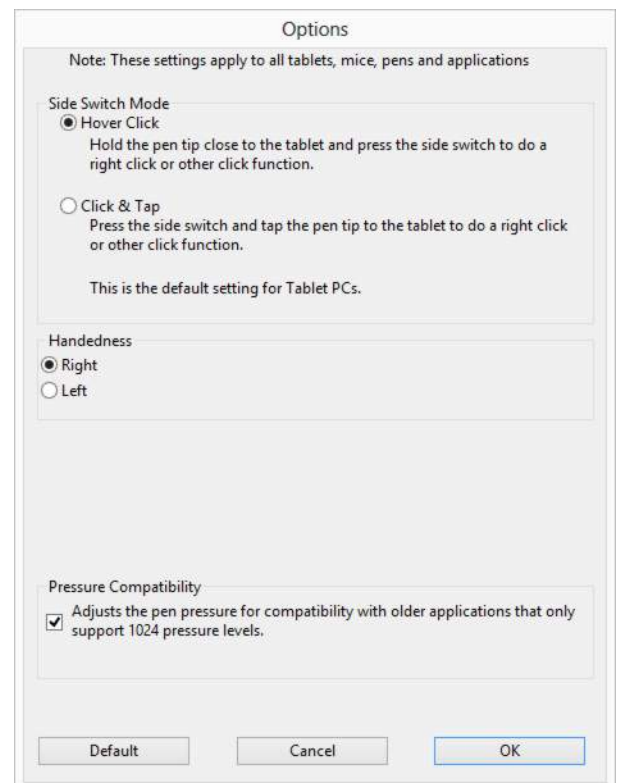
Tip: To make double-clicking easier, set the side switch to double-click automatically by selecting DOUBLE CLICK.

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

You can change the SIDE SWITCH MODE to fit the way you like the pen to work when using click functions.

To access the SIDE SWITCH MODE settings, click on the OPTIONS... button at the bottom of the Wacom Control Panel. In the OPTIONS dialog box:

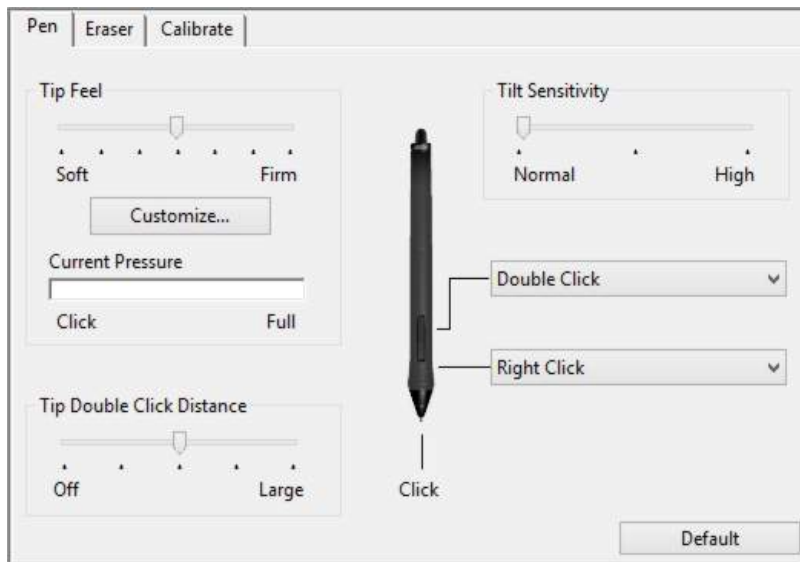
- Select HOVER CLICK to perform click functions without touching the pen tip to the Cintiq's screen surface.
- Select CLICK & TAP and press the side switch while touching the pen tip to the pen screen surface in order to perform a click function. CLICK & TAP enables the precise placement of your click functions, and is the default setting for Tablet PCs.
- Choose RIGHT or LEFT for either right-handed or left-handed orientation if desired. You can also change this setting from the Wacom Desktop Center.
- Check the Pressure Compatibility box as needed for use with older applications that support only 1024 pressure levels.





CUSTOMIZING TILT SENSITIVITY

To adjust the tilt sensitivity of your pen, select the PEN tab. Tilt sensitivity determines how far you have to tilt the tool to produce the maximum tilt effect. You need to tilt the pen less at high sensitivity than at low sensitivity.



Drag slider to increase or decrease TILT SENSITIVITY. Test the new setting in an application that supports tilt.

The tilt setting applies to both the tip and eraser of your tool.

Tilt is direction sensitive and can be used in some applications to control brush orientation or other characteristics.

Visit the Wacom web site to learn about applications that currently support tilt.





CUSTOMIZING THE EXPRESSKEYS AND ROCKER RING

To customize the ExpressKeys or Rocker Ring, select the appropriate tab. Each key or position can be customized to perform a modifier, keystroke, or other function. The default ExpressKey and Rocker Ring settings are shown below.

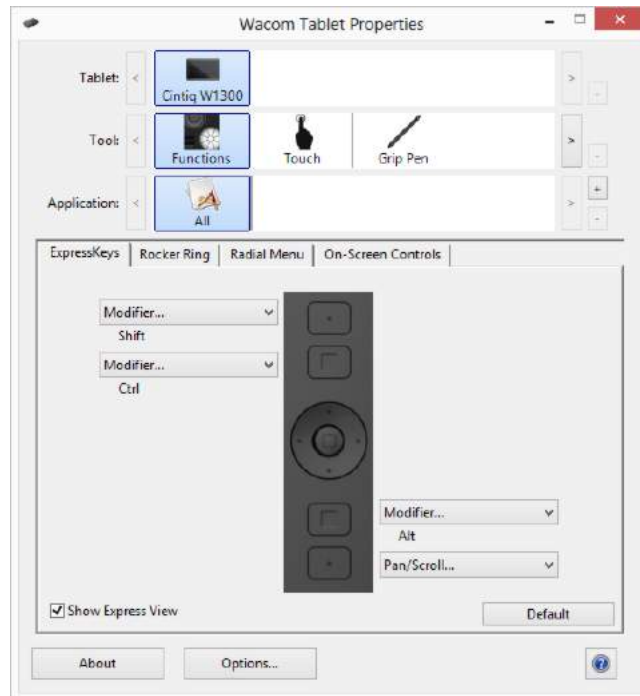
Important: Some applications can override and control the ExpressKey functions. For details, see [Using applications integrated for tablet control](#).

Choose a [function](#) to perform when the key is pressed.

ExpressKey functions can be defined for use with [specific applications](#).

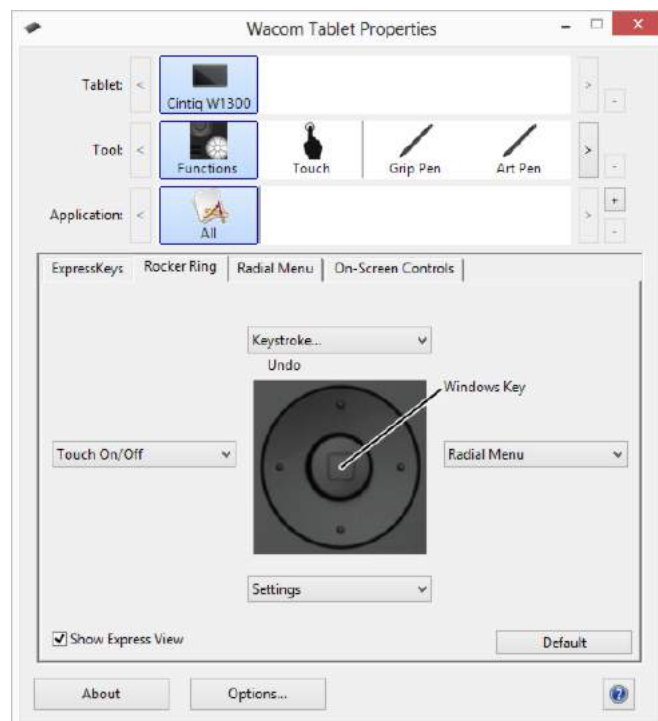
See [using the ExpressKeys](#) for more information.

Click Show Express View to toggle Express View on or off.



Choose a [function](#) to perform when the Rocker Ring position is pressed.

These functions can be defined for use with [specific applications](#).





ON-SCREEN CONTROLS

On-screen button and slider controls allow you to access frequently used functions in your applications, directly from your screen. The settings available with the on-screen controls are similar to ExpressKey and Rocker Ring settings.

The two types of on-screen controls are:

- **Screen Key:** A single-function key that can be customized with individual settings. Screen Keys are displayed in a group of eight keys called a Screen Key panel.
- **Screen Touch Strip:** A single strip that performs a touch action with a relative value, such as Zoom. Screen Touch Strips are created in a group of two strips called a Screen Touch Strip panel.

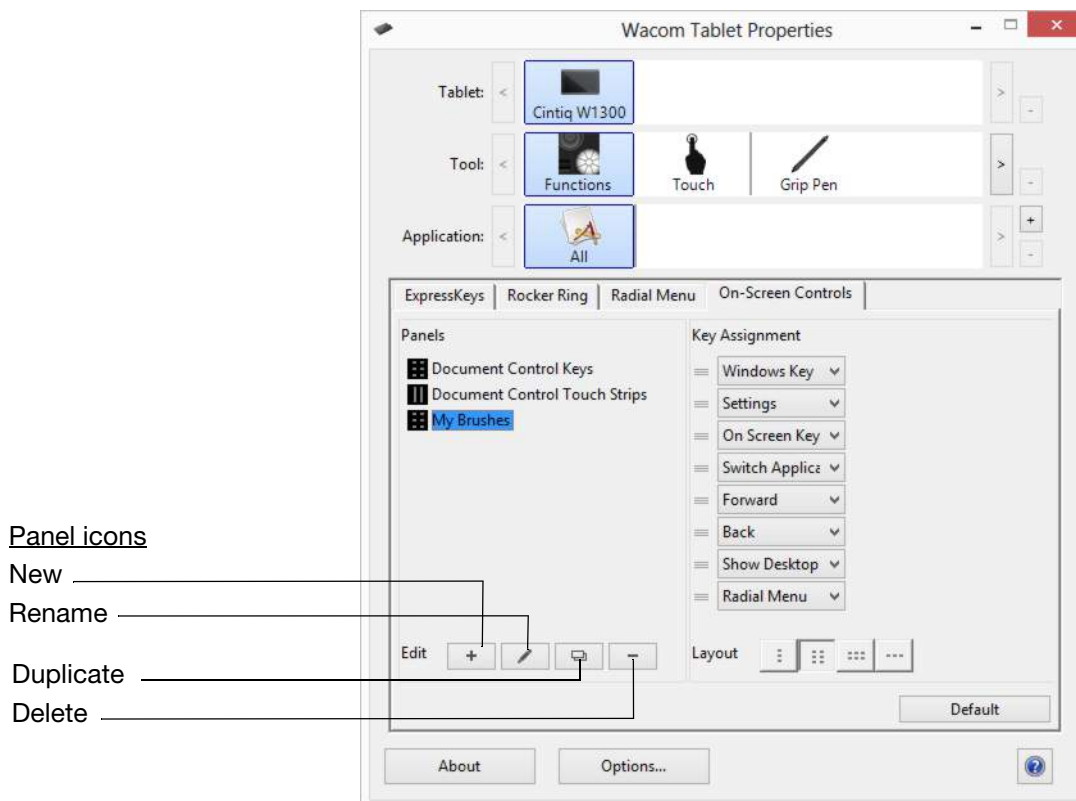
Screen Keys and Screen Touch Strips can be displayed horizontally or vertically on the screen. You can customize Screen Key panels or Screen Touch Strip panels with your preferred functions for use with a particular task or application.

The Pin icon will keep the key or touch strip open on the screen. The Wacom Control Panel icon will open the On-Screen Controls tab in the Control Panel.

CREATING SCREEN KEYS OR SCREEN TOUCH STRIPS

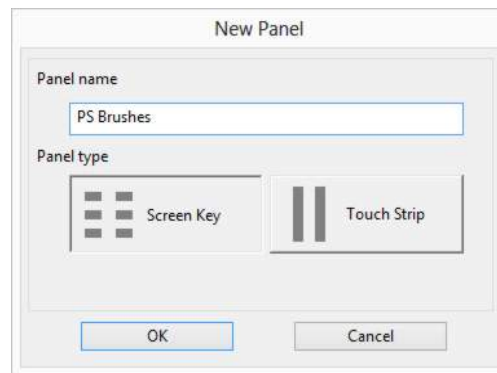
To create a new Key panel or Touch Strip panel:

1. Select the Functions icon from the Tools list in the Wacom Control Panel, and then the On-Screen Controls tab.



2. In the On-Screen Controls tab, select the NEW icon. The NEW PANEL dialog box will appear.
3. Enter a name for the panel.



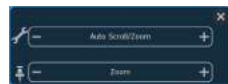


- Click the SCREEN KEY or TOUCH STRIP icon under PANEL TYPE, then click OK. The name of the new panel will appear in the PANELS list, with an icon showing which type of panel it is.

The default layout for a Screen Key panel is a 1 x 8 vertical strip, with one key assigned to SETTINGS (see [Viewing Settings and Express View](#)). The rest of the keys initially will be DISABLED. Screen Key panel sizes will adjust to the number of assigned keys on the panel.

The default layout for a Screen Touch Strip panel is a 4 x 2 strip with a default function of AUTO SCROLL/ZOOM.

Wacom Control Panel icon
opens Control Panel to
On-Screen Controls tab



Pin icon keeps key panel or
touch strip panel open on
the screen



- To change the layout of the Screen Key or Screen Touch Strip panel, select the icon for the panel layout you prefer in the Layout area of the On-Screen Controls tab.





CUSTOMIZING SCREEN KEYS OR SCREEN TOUCH STRIPS

To customize a Screen Key panel:

1. Select the name of the panel in the PANELS list.
2. Select the functions for each of the keys from the dropdown menus under KEY ASSIGNMENTS. Each key will display the function you assign to it.
3. If you select Keystroke as your assigned function, the Keystroke dialog box will open for you to enter the keystrokes. (See [KEYSTROKE...](#))

Note: You can assign a function to as many of the eight keys as you like. However, at least one key must be assigned a function in each Screen Key panel. You cannot disable all eight keys. A panel must have at least one enabled control to be displayed on the screen.

To customize a Screen Touch Strip panel:

1. Select the name of the panel in the PANELS list.
2. Select the functions for each of the two strips from the dropdown menus under TOUCH STRIP ASSIGNMENTS. The Touch Strips will display the function you assign to them, along with the - and + indicators for the relative values of the function.

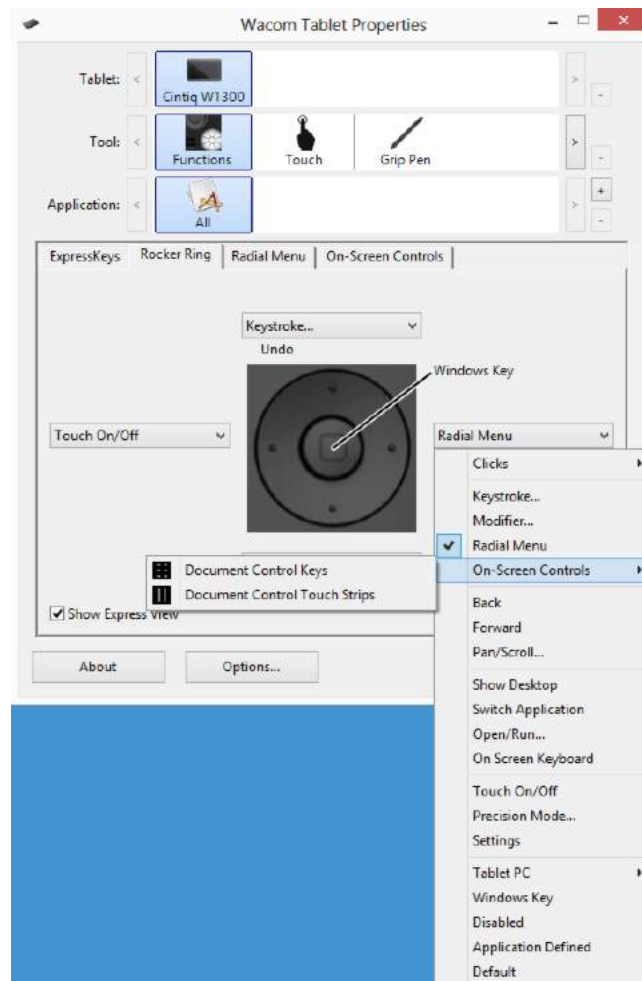
ASSIGNING PANELS TO EXPRESSKEYS OR ROCKER RING BUTTONS

To use an on-screen control, you must first assign it to an ExpressKey or a Rocker Ring button. Pressing that key or Rocker Ring button will open the assigned on-screen control. (See [Using the ExpressKeys, Rocker Ring, and Windows Button](#)).

To assign an on-screen control panel:

1. Decide which ExpressKey or Rocker Ring button you want to use for the panel.
2. From the appropriate tab, select the ExpressKey or Rocker Ring button.
3. Select ON-SCREEN CONTROLS from the dropdown menu for the item you have selected, and then choose the panel you want to assign to the item.







USING SCREEN KEYS OR SCREEN TOUCH STRIPS

All Screen Key and Screen Touch Strip actions can be performed using your pen, finger, or mouse. To access an on-screen control, press the associated ExpressKey or Rocker Ring button.

To use the Screen Key:

Press the key for the desired function. The panel will close after you press the key, unless you select the Pin icon to keep the panel open.

To use the Screen Touch Strip:

- To increase or decrease the value, slide your pen, finger or mouse along the touch strip.
- To incrementally increase or decrease, tap the end of the touch strip.
- To continuously increase or decrease, press and hold the end of the touch strip.

To rename an on-screen control:

1. Select the panel you want to rename from the Panels list and press the RENAME icon.
2. Enter the new name you want to use and click OK. The new name appears in the PANELS list.

To duplicate an on-screen control:

1. Select the panel you want to duplicate from the PANELS list and press the DUPLICATE icon.
2. Enter the new name you want to use. If that name is already in use, you will see a message asking you to select a different name.
3. Choose a new name if needed, then click OK. The new name appears in the Panels list.

To delete an on-screen control:

1. Select the panel you want to delete from the Panels list and press the DELETE icon. The DELETE dialog box will show the name of the panel you selected.
2. Click OK or CANCEL.

Note: You cannot delete a panel that is the only item in the PANELS list.

CHANGING THE APPEARANCE OF ON-SCREEN CONTROLS

You can change the location and layout of the on-screen controls directly on the screen.

- Move a panel anywhere on your screen by pressing and holding down the drag bar at the top of the panel with your pen, finger or mouse. Drag it to the new position and release the drag bar.
- Change the panel to a horizontal or vertical position by clicking on the Layout icon.
- Change the order of the dropdown menus in the KEY ASSIGNMENTS list by using the Drag icon to the left of the menu to drag the menu to a new position in the list.

MANAGING ON-SCREEN CONTROLS

You can do the following to change the Key or Touch Strip panels on your screen:

- Save the panels you have created with the Backup function of the Tablet Preferences File Utility (see [Managing preferences](#)).
- Remove all panels with a user preference and return the panels to their default setting by clicking the DEFAULT button on the On-Screen Controls tab.





BUTTON FUNCTIONS

Customize the Cintiq for the way you like to work. You can use the Control Panel to change the button function that is assigned to a pen tool button, ExpressKey, or Radial Menu setting.

FUNCTION NAME	DESCRIPTION
CLICKS	
• CLICK	Simulates a primary mouse button click. Be sure at least one button performs this function so you can always navigate and click.
• RIGHT CLICK	Simulates a right mouse button click, which displays a context menu.
• MIDDLE CLICK	Simulates a middle mouse button click.
• DOUBLE CLICK	Simulates a double-click. For easier double-clicking, use this function instead of tapping twice with the pen tip.
• CLICK LOCK	Simulates holding down the primary mouse button. Press the pen 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	Simulates a 4th mouse button click.
• 5TH CLICK	Simulates a 5th mouse button click.





FUNCTION NAME

DESCRIPTION

KEYSTROKE...

Enables you to simulate keystrokes. Select this option to display the DEFINE KEYSTROKE dialog box.

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 choose special keystrokes or keystroke combinations from the ADD SPECIAL drop-down menu.

After defining a keystroke or keystroke sequence, click OK.

Important: Because the ENTER key can be selected as a defined keystroke, they cannot be used to select OK. You must use your pen to click on the OK button.

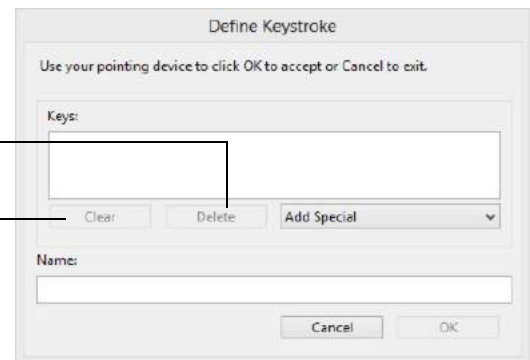
Enter a name for the keystroke definition. The name will be displayed with the respective control or in the Radial Menu, as applicable.

You can create different keystroke functions for different applications.

See [Application-specific settings](#).

Deletes the last entry in the
keystroke entry box.

Clears the entry box.



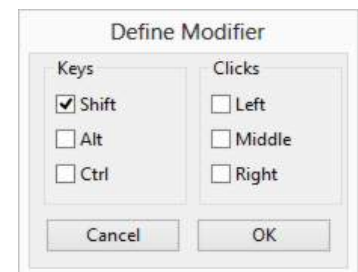
To learn which keystroke shortcuts are supported by a particular application, see the documentation that came with the application.

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.

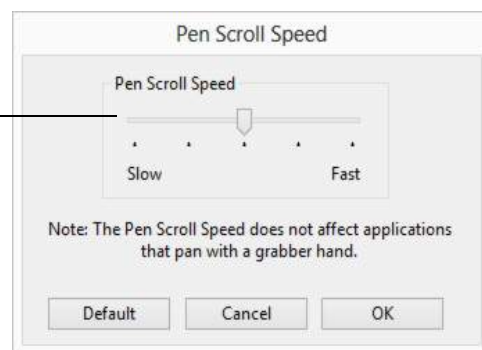
Choose one or more modifier options.

Choose a CLICKS option to simulate pressing
a button of the selected type on a mouse.





FUNCTION NAME	DESCRIPTION
RADIAL MENU	Displays the Radial Menu on your screen. Each level of the hierarchical menu consists of eight menu slices which may contain various features and options to choose from.
BACK	Simulates the BACK command in browser applications.
FORWARD	Simulates the FORWARD command in browser applications.
PAN/SCROLL...	<p>Enables you to position a document or image in any direction within the active pane. Do this by pressing a pen button set for PAN/SCROLL and then dragging with the pen tip across the Cintiq's screen.</p> <p>When you select PAN/SCROLL, you are prompted to set a scrolling speed for use in applications that do not support grabber hand (pixel-level) panning.</p> <ul style="list-style-type: none"> • A slower setting reduces the scroll rate and is useful for close-up and detail work where you need precise control of the image. • As you move the pen tip, the document or image is repositioned to follow the direction of pen movement on the Cintiq's screen surface. • Release the button or lift the pen tip from the screen surface when you are done. • In some application windows the document will precisely follow the screen cursor as you move the pen tip, while in others it will simply move in the same general direction as the screen cursor.
SHOW DESKTOP	Minimizes all open windows to display a clean desktop.
SWITCH APPLICATION	Brings up the application switching dialog box with focus on the next open application. On Windows 8 systems running Aero, Flip 3D will be activated with focus on the next open application.





FUNCTION NAME

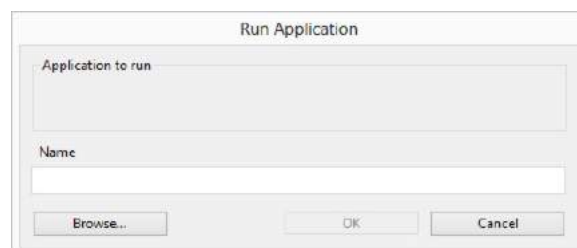
DESCRIPTION

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 NAME box.

Click OK to accept the selection.



The dialog box will close and the OPEN/RUN... option you have selected will be assigned as the pen button option. Simply press the pen button to launch the assigned option.

If your selection is for the Radial Menu, it will be displayed in the Radial Menu.

ON SCREEN KEYBOARD

Launches the on-screen keyboard when you press the button to which this function is assigned. Press the button to close the keyboard when open.

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.





FUNCTION NAME

DESCRIPTION

PRECISION MODE

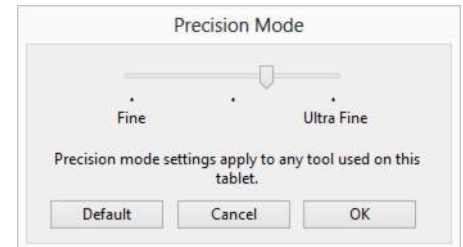
Changes the mapping around the current pen tip position so that you must move the pen farther for the screen cursor to cover a specific distance on the screen. This feature can be very useful for the precise control of pen or brush strokes.

You can adjust the precision setting when assigning this function to a tool button.

To activate:

- For extensive use, toggle on PRECISION MODE by pressing a tool button to which the function has been assigned. Return to normal mapping by again pressing the tool button.
- For quick edits, press and hold a tool button to which the function has been assigned. Normal mapping returns when you release the button.

When using a tool in mouse mode, screen cursor movement is adjusted to act as if acceleration were off and speed set to slow.





FUNCTION NAME

DESCRIPTION

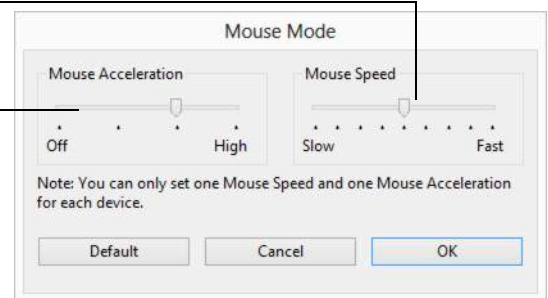
MODE TOGGLE...

Toggles between [pen mode](#) and mouse mode when other displays are connected to the Cintiq. Enables you to use your pen to control the other monitors in mouse mode.

When first setting a pen button to MODE TOGGLE..., the MOUSE MODE dialog box is displayed and you can adjust the mouse acceleration and speed.

Sets the screen cursor tracking speed when in mouse mode.

Sets the screen cursor acceleration when in mouse mode.



Mouse mode settings can be accessed from a number of different locations within the Wacom Control Panel. However, only one MOUSE ACCELERATION and SPEED setting can be made for each pen and application that you are customizing.

The mouse mode settings are independent of system settings. Changes you make to these settings in the Wacom Control Panel do not affect similar system settings. However, changes made to similar system settings may affect your pen display settings.

ERASE

Pen only. Sets a button so that when the button is pressed, the pen tip will act like the eraser in applications that support the ERASE function. Default setting for the eraser.



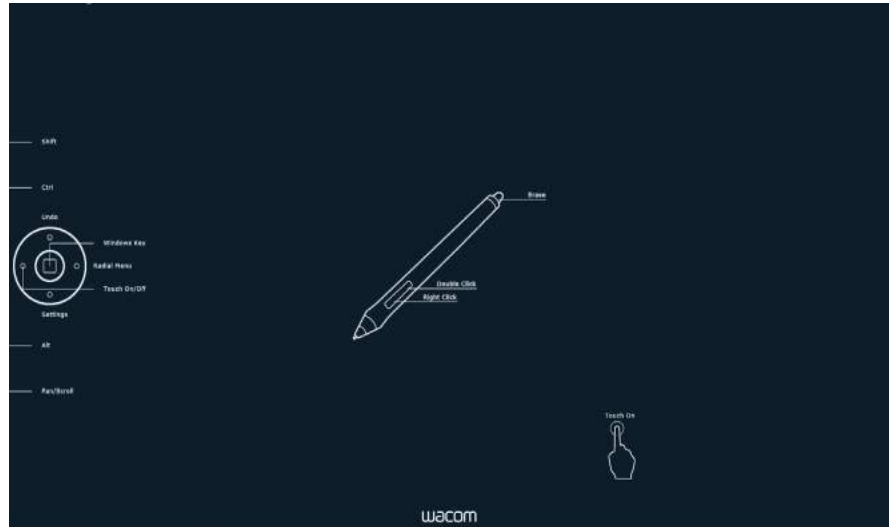


FUNCTION NAME

DESCRIPTION

SETTINGS

Activates (on your screen) an interactive diagram of the current ExpressKey, Rocker Ring, and pen settings. The current functions for each control are shown.



Click on any section of the diagram to change the settings or to open the appropriate Control Panel tab to adjust the settings.

Dismiss the diagram by again pressing the ExpressKey or other tool button to which this function is assigned, or by clicking anywhere outside of the diagram.

Settings may vary depending on your product model.

TABLET PC

- TABLET PC INPUT PANEL
- JOURNAL
- TABLET PC DEFINED

Opens the Tablet PC input panel when you press a tool button set to this function.

Opens Windows Journal.

Sets the button function according to settings found in the Windows TABLET PC SETTINGS and PEN AND INPUT DEVICES control panels.

DISABLED

Disables the button function.

APPLICATION DEFINED

Reports only the button number to the application. This is for applications, such as CAD programs, that have built-in tablet support.

DEFAULT

Returns a button to its default setting.





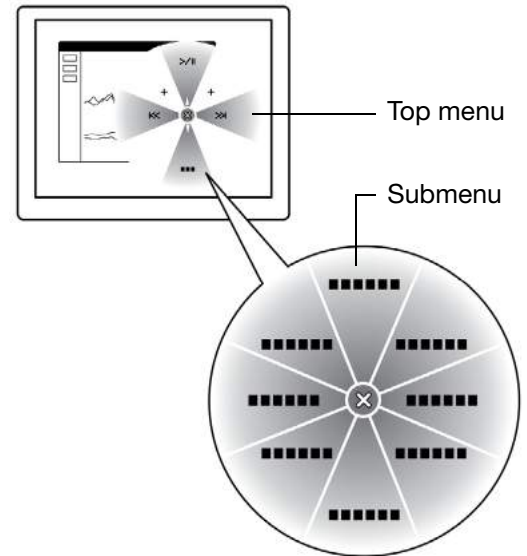
USING AND CUSTOMIZING THE RADIAL MENU

The Radial Menu is a pop-up menu that provides quick access to editing, navigation, media control functions, and more.

- Set a tool button or ExpressKey to the RADIAL MENU function. Press the button to display the Radial Menu centered at the screen cursor position.
- The hierarchical Radial Menu appears in circular format. Each level of the menu consists of eight control slices which may contain various features and options to choose from.
- Click to select an option. Some selections may display a submenu for additional options.
- The menu closes after you make a selection.

To close without making a selection, click on the 'X' located at the center of the Radial Menu or on a control slice that has no function assigned to it. You can also again press the button used to display the menu.

- To make a selection without closing the Radial Menu, hold down the button that opens the Radial Menu.

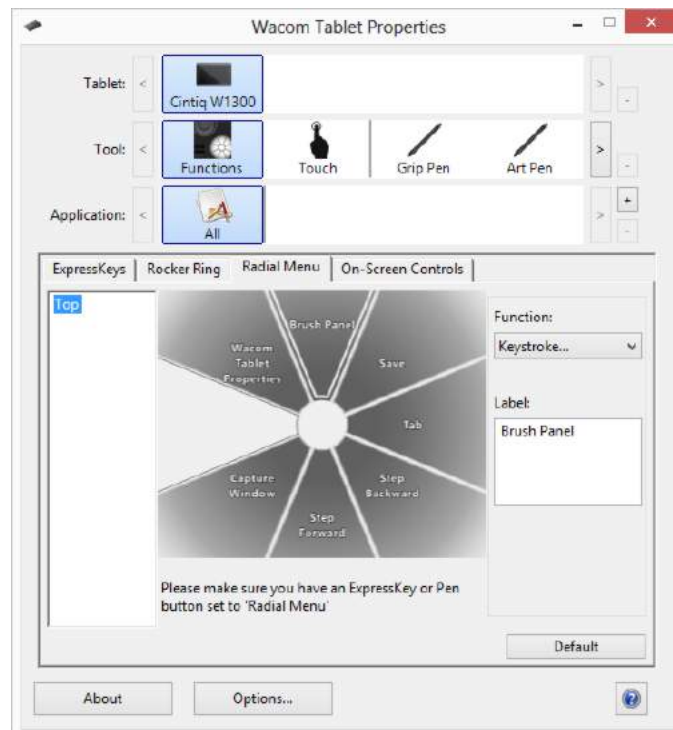


In the Wacom Control Panel, use the RADIAL MENU tab to customize the available Radial Menu functions.

1. Select a control slice.
2. Assign a control FUNCTION to the slice. If desired, change the LABEL name.
3. Select a menu or submenu to further customize.

Tips:

- In the FUNCTION menu, choose SUBMENU to create custom submenus for a control slice.
- Press the ENTER (RETURN) key to add multiple lines of LABEL text.





APPLICATION-SPECIFIC SETTINGS

You can customize your tools for use with a particular application. For example, you may prefer a firm pen tip pressure setting in one application and a soft pressure setting in another. The APPLICATION list enables you to add an individual application to the list and then customize your tool settings for that application.

- When no application-specific settings have been created and a tool is selected from the TOOL list, the APPLICATION list displays the ALL icon which contains tool settings that apply to all of your applications. In the example below, no application-specific settings have been added for the PRO PEN. The ALL icon is displayed and the PRO PEN will have the same settings in all applications.



- When application-specific settings are added, the ALL icon changes to ALL OTHER and an application icon is displayed for the newly added application(s).



In the above example, application-specific settings have been added for the PRO PEN. If you select the ALL OTHER icon and make changes to the PRO PEN settings, your changes will apply to the PRO PEN in all applications except those which you have added to the APPLICATION list. If you select an application icon and make changes to the PRO PEN settings, your changes will apply to the PRO PEN while you are using that application only.

When you create application-specific settings, you are creating a separate group of settings for the selected tool and application. See the following sections for more details:

[Creating an application-specific setting](#)

[Changing application-specific settings](#)

[Removing application-specific settings](#)

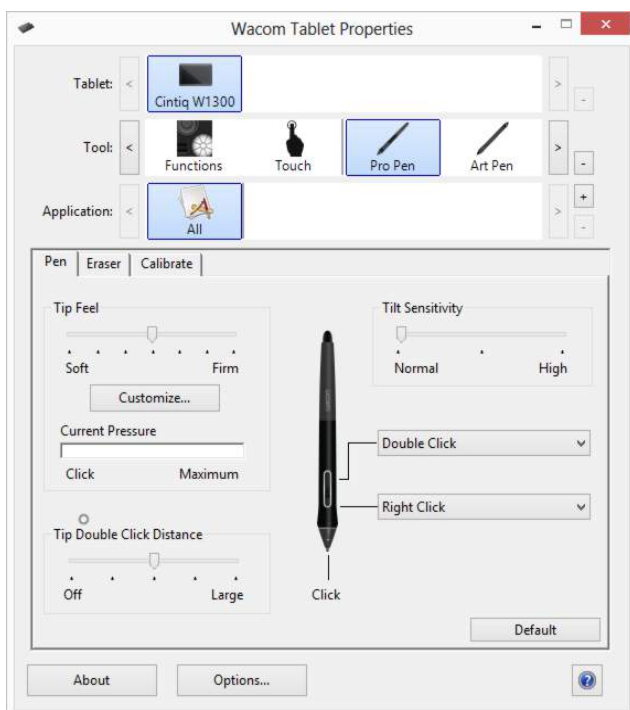
Tip: To review ExpressKey, Rocker Ring, or pen function settings for the front-most application, set the ExpressKey or Rocker Ring to SETTINGS and press the key at any time.





CREATING AN APPLICATION-SPECIFIC SETTING

First choose the product and input tool for which you want to create an application-specific setting.



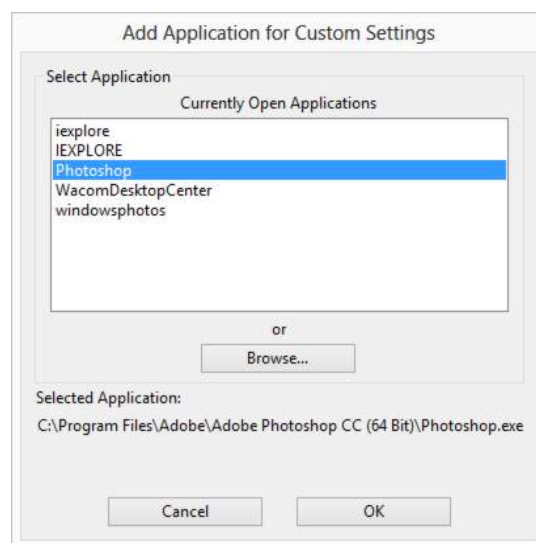
Choose a method to select an application:

- Open the application for which you want to create custom settings, and then select that application from the CURRENTLY OPEN APPLICATIONS box.
- BROWSE to select the executable file of any application installed on your Cintiq.]

The name of your selected application is displayed.

Click OK to complete the process.

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



After adding an application, its icon appears in the APPLICATION list whenever the respective tool is selected in the TOOL list. Select the application and then customize the Wacom Control Panel tab settings for your tool and selected application.

Once you have created application-specific settings, applications that have not been customized in this manner will use the tool settings for ALL OTHER.

Tip: First customize settings for one application. When you feel comfortable with the process, you can create more application-specific settings.





CHANGING APPLICATION-SPECIFIC SETTINGS

To change tool settings for a specific application, select the tool and the application, and customize the tab settings.

REMOVING APPLICATION-SPECIFIC SETTINGS

To remove an application-specific setting:

1. In the TOOL list, select the tool from which you want to remove the application-specific setting. Then, in the APPLICATION list select the application you want to remove from the list.
2. Click on the APPLICATION list [–] button. In the dialog box that appears, click DELETE to confirm your selection. The selected application is removed from the list, along with any custom tool settings.

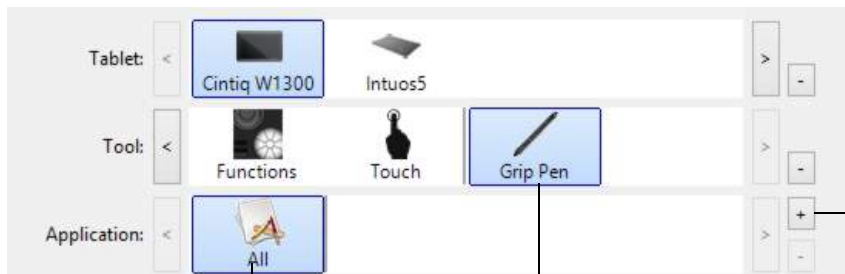
Tip: To quickly remove all application-specific settings from a single tool, remove it from the TOOL list. Then place the tool back on the list. The tool will be added back to the TOOL list using the default settings. This method cannot be used to remove custom FUNCTIONS settings.

WORKING WITH MULTIPLE TOOLS

The Wacom Control Panel is designed to help you customize and keep track of the settings for your Cintiq tools. The tool you use to open the control panel is automatically selected, and the appropriate tabs for that tool are displayed.

The TOOL list displays an icon for the FUNCTIONS and tools that have been used.

If application-specific settings have not been added, APPLICATIONS displays the ALL icon. The tool settings apply to all applications.



Tab settings apply only to the selected tool and application.

Select a tool to change its settings.

Removes the selected tool.

The button is inactive when there is only one item in the list.

The FUNCTIONS icon cannot be deleted.

To add a different tool to the TOOL list, simply use the tool on your Cintiq.

When you select a tool that has been added to the TOOL list, the appropriate tab settings for that tool are displayed. Any changes you make to the tab settings will then apply to the tool.

If a similar tool was previously added, the new tool will inherit the settings of the previously added tool. These settings can then be customized for the newly added tool. Identical tools will use the same settings.

To remove a selected tool from the TOOL list, click on the TOOL list [–] button. In the dialog box that appears, click DELETE to confirm your selection. The selected tool is removed from the list, along with any custom settings you may have created for it. A removed tool can be added back to the TOOL list by placing it back onto the pen screen.

RENAMING THE TABLET IN THE TABLET LIST

Within the Wacom Control Panel TABLET list, double-click on the pen display icon, and enter a new name for the icon in the Tablet dialog box.





TROUBLESHOOTING

The following sections and tables describe problems that could occur while working with Cintiq's pen touch input, and suggested solutions. The Wacom website also provides FAQs, product manuals, driver updates, and options for Customer Care support.

For support with Windows 8, see <http://support.microsoft.com/find-solutions/windows/windows-8>.

GENERAL FUNCTION

1. If pen or touch input does not function properly, refer to [General problems](#).
2. Check the Notes linked to the driver download screen for any updates.
3. Visit www.wacom.com, choose the Wacom website for your region and check the product FAQs ([Frequently Asked Questions](#)).
4. If you are having a compatibility conflict between the Cintiq and a new hardware or software product, see [Obtaining software updates](#) for information on downloading an updated software driver. Wacom periodically updates the software driver to maintain compatibility with new products.
5. If you have tried the suggestions in this manual and still cannot resolve the problem, contact Wacom for support. See [Support options](#) for information on where to obtain support for your region.

[Testing controls and input tools](#)

[Support options](#)

[Obtaining software updates](#)

TESTING CONTROLS AND INPUT TOOLS

If the pen or the Cintiq controls do not work as you expect, check the assigned functions or reset them to their default conditions.

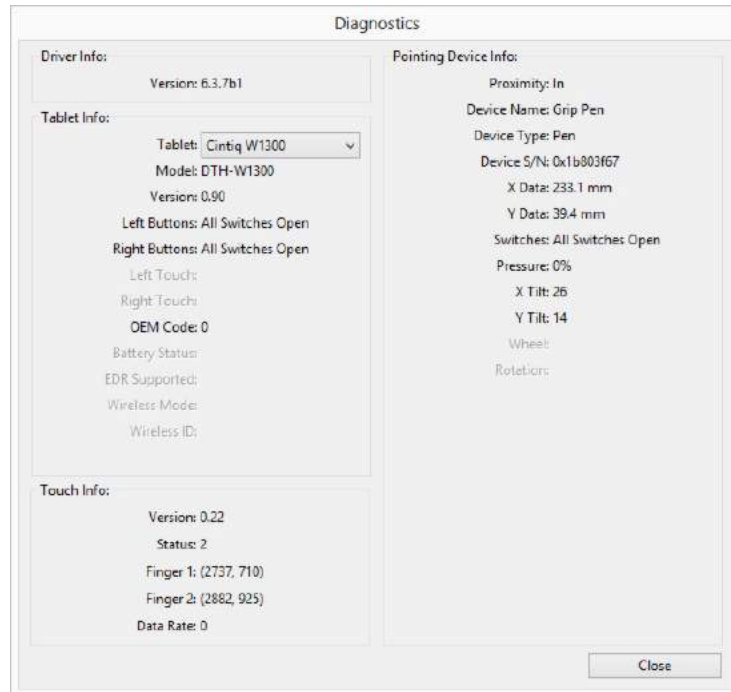
A quick way to return a pen to its default condition is to remove it from the Wacom Control Panel TOOL list. Do this by selecting the pen and clicking on the TOOL list [-] button. After the pen has been removed, place it back onto the screen surface. The pen will be added back to the TOOL list with its default settings.

- Open the Wacom Control Panel and click on the ABOUT button. In the dialog box that appears, click DIAGNOSE... to see dynamic information about the Cintiq and your input tool(s).
- If there is another monitor or tablet connected to your Cintiq, select the item you are testing in the TABLET INFO column.
- To test screen display settings, select the tile for Intel Graphics & Media from the Start screen to adjust these settings if needed. If the Intel Control Panel does not appear on the Start screen, check the Windows Control Panel to see if it is installed. If it is not, you can reinstall the Intel Control Panel driver from the Intel web site.





- The DIAGNOSTICS dialog box shows dynamic information about the Cintiq and your input tool(s).



- If you are using more than one Cintiq or tablet, select the product you are testing in the TABLET INFO column.
- Use the information shown in the DIAGNOSTICS dialog box when testing your Cintiq and pen.

Note: If a tool button is set to RADIAL MENU or OPEN/RUN..., that function will occur when the button is pressed. In this case you may want to change the button function before testing.

[Testing the ExpressKeys and Rocker Ring](#)

[Testing a pen](#)





TESTING THE EXPRESSKEYS AND ROCKER RING

Use the following procedures to test these features.

1. With the DIAGNOSTICS dialog box open, observe the TABLET INFO column as you test each ExpressKey or Rocker Ring position. Be sure to select the pen display you are testing from the TABLET INFO column.
2. Test the ExpressKeys and Rocker Ring positions by pressing them one at a time. Each time you press a key, position or button, its number is shown next to either the LEFT BUTTONS or RIGHT BUTTONS category, depending on which key or position you are testing.
3. When you are done, click the CLOSE button to exit the dialog box.

Important: Some applications can override and control the ExpressKey or Rocker Ring functions. Consider closing any open applications except the Wacom Control Panel when testing the ExpressKeys or Rocker Ring. For details, see [Using applications integrated for tablet control](#).

TESTING A PEN

1. With the DIAGNOSTICS dialog box open, and while observing the POINTING DEVICE INFO column, bring your pen within 5 mm (0.2 inch) of the screen. A value for PROXIMITY, the DEVICE NAME, DEVICE TYPE, and a DEVICE S/N (serial number) should be displayed. Be sure to select the pen display you are testing from the TABLET INFO column.
2. Move your tool along the pen screen surface. The X and Y DATA values should change to reflect the tool position.
 - Press on the screen surface with the tool tip. The SWITCHES state and PRESSURE value should change. PRESSURE should change from approximately 0% with no pressure applied to approximately 100% when full pressure is applied.
 - Next, press the side switch without pressing the tip to the tablet. The SWITCHES state should change. For the Pro Pen, do this for both positions of the switch.

Pen	Tip = 1
SWITCHES states	Side switch (lower position) = 2
	Side switch (upper position) = 3
	Eraser = 1

Airbrush	Tip = 1
SWITCHES states	Side switch = 2
	Eraser = 1

- Press the eraser to the screen. The SWITCHES state and PRESSURE value should change. PRESSURE should change from approximately 0% with no pressure applied to approximately 100% when full pressure is applied.
- For the optional Airbrush, move the fingerwheel forward. The WHEEL value should decrease to a value of approximately 0 when the fingerwheel is all the way forward. Move the fingerwheel backward. The WHEEL value should increase to approximately 1000 when the fingerwheel is all the way back.





3. Test tilt for the x-axis by moving the pen from a vertical position toward the right; the X TILT value should change from approximately 0 to +60. Now move the tool to the left of vertical; the X TILT value should change from approximately 0 to - 60.
4. Test the tilt for the y-axis by moving the pen from a vertical position toward the bottom of the tablet; the Y TILT value should change from approximately 0 to +60. Now move the tool toward the top of the tablet; the Y TILT value should change from approximately 0 to - 60.
5. For the optional Art Pen, test the rotation feature by placing the pen tip on the screen surface and slowly rotating the pen on its axis. The ROTATION value should change as you rotate the pen.
6. When you are done, click on the CLOSE button to exit the dialog box.

GENERAL PROBLEMS

No display.

- Verify that the Cintiq is turned on and has sufficient battery charge (the Battery Status LED should be green).
- If the Cintiq is connected to a power source, make sure the LED is amber, indicating that the battery is being charged.
- Restart your Cintiq:
 - 1) Hold down the Power button for approximately 5 seconds
 - 2) Wait a few seconds
 - 3) Hold down the Power button for 2-3 seconds
- See also 'Color quality is inaccurate' (below).

When a still image is displayed for a long period of time without refreshing the screen, an after-image remains for a short period of time.

Use a screen saver or other power management feature.

Color quality is inaccurate, or the color white does not display as white.

You can use the Intel Graphics & Media Control Panel to adjust color, resolutions, brightness, and other settings for your Cintiq. You can open the Intel Control Panel from the Start screen tile.

If you do not see a tile for the Intel Control Panel, check the Windows Control Panel to make sure it is installed. If it is not installed, you can download the driver for the Intel Control Panel from the Intel web site.

[Windows-specific problems](#)

[Support options](#)





A device plugged into the Cintiq USB port does not function.

- Test the USB device by plugging it in to another USB port.
- If the USB device still does not function properly, contact the manufacturer for that particular device.

The pen works only in mouse mode, and does not draw or write with pressure sensitivity.

The driver software for the tablet portion of the Cintiq was not installed or did not load properly.

- Make sure the driver software is installed and functioning.
- Make sure the USE WINDOWS INK checkbox on the CALIBRATE tab is unchecked.
- Reinstall the driver software if needed, using the correct driver from the Wacom website.

The pen does not draw or write with pressure sensitivity.

- Some applications require that you turn on the pressure capabilities within the application or selected tool before the pen will respond as a pressure-sensitive tool. Verify that your application supports pressure sensitivity.
- Make sure the USE WINDOWS INK checkbox on the CALIBRATE tab is unchecked.

Clicking is difficult.

Open the Wacom Control Panel and go to the PEN tab. Try using a lighter TIP FEEL.

The pen selects everything or will not stop drawing.

Open the Wacom Control Panel and go to the PEN tab. Move the TIP FEEL slider toward FIRM, or select CUSTOMIZE... and increase the CLICK THRESHOLD setting. If this does not help, see [Testing controls and input tools](#).

Double-clicking is difficult.

- Be sure you are quickly tapping the screen twice in the same place. Wacom recommends using the side switch to double-click.
- Open the Wacom Control Panel and go to the PEN tab. Try increasing the TIP DOUBLE CLICK DISTANCE or using a lighter TIP FEEL.
- Set an ExpressKey to DOUBLE CLICK.
- Try setting your system to launch programs with a single click. See [Clicking](#).





The eraser selects everything or will not stop erasing.

- Open the Wacom Control Panel and go to the ERASER tab. Move the ERASER FEEL slider toward FIRM, or select CUSTOMIZE... and increase the CLICK THRESHOLD setting.
- If this does not help, see [Testing controls and input tools](#).

You notice a delay at the beginning of pen or inking strokes.

- Open the Wacom Control Panel and go to the PEN tab and decrease the TIP DOUBLE CLICK DISTANCE.
- Make sure the USE WINDOWS INK checkbox on the CALIBRATE tab is unchecked.
- Move the TIP DOUBLE CLICK DISTANCE slider to the OFF position in order to turn off double-click assist.

You have to press hard with the pen when clicking, drawing, or writing.

- Open the Wacom Control Panel and go to the PEN tab.
- Move the TIP FEEL slider toward SOFT, or select CUSTOMIZE... and decrease the SENSITIVITY and CLICK THRESHOLD settings.

The pen tip does not function.

- Be sure you are using only the pen that came with your product, or a Wacom accessory pen specified for use with the Cintiq. Other pens may not function properly on the Cintiq.
- Check the Wacom Control Panel PEN tab and verify that a CLICK function is assigned to the pen tip.

The pen tip and screen cursor do not properly line up.

Open the Wacom Control Panel and select the CALIBRATE tab. Continue with [Calibrating the Cintiq](#).

Changing the function settings for an input tool has no effect.

Make sure you change the settings for the tool and application that you are using. See [Application-specific settings](#) and [Working with multiple tools](#).

The pen side switch does not work.

- Be sure you are using only the pen that came with your product, or a Wacom accessory pen specified for use with the Cintiq. Other pens may not function properly on the Cintiq.
- Be sure to press the side switch when the pen tip is within 5 mm (0.2 inch) of the Cintiq active area. Do this without pressing down on the pen tip.
- In the Wacom Control Panel, verify that the side switch is set to the proper function for the application and tool you are using.
- Check the SIDE SWITCH MODE. If CLICK & TAP is selected, you will need to first press the side switch, then touch the pen tip to the pen screen surface in order to perform a click function.

The screen cursor moves but does not jump to the pen tip location when placed on the screen, and it does not follow the pen tip when moving the pen across the display.

- Make sure the Wacom driver has loaded properly by opening the Wacom Control Panel. If the driver did not load you will see an error message.
- If you have customized the side switch on your pen to toggle between pen mode and mouse mode, make sure that your Cintiq is operating in pen mode.

When using Cintiq with one or more additional monitors, you cannot use the 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 a pen button to MODE TOGGLE.... Then use the button to toggle between pen mode and mouse mode.





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

- To function properly, some applications require that the pen be set to pen mode. Make sure the pen has not been toggled to mouse mode.
- If you have set the pen to pen mode and the problem still exists, you may have a corrupted preferences file. Follow the instructions in [Windows-specific problems](#) or [Support options](#) to create a new preferences file.

The Cintiq does not go to sleep.

When you are not using the pen, remove it from the Cintiq surface so it does not continue to send data and prevent the Cintiq from going to sleep.

The screen cursor jumps back to the previous position when using touch input.

When not in use, place the pen in the pen case, or in some other location near the Cintiq. Do not leave the pen on the display, since this may interfere with screen cursor positioning during use with other input devices.

When working in some applications, the ExpressKeys or Rocker Ring perform a different function than what is set in the Wacom Control Panel.

- Some applications can override and control the ExpressKey, Rocker Ring or Windows Button functions. See [Using applications integrated for tablet control](#).
- If you are using application-specific settings, be sure you have updated the settings for the application you are working with.

The ExpressKeys or Rocker Ring do not perform the functions to which they are set.

Check to be sure that Cintiq is correctly configured for your preferred handedness. See the Handedness setting in [The Wacom Desktop Center](#).





WINDOWS-SPECIFIC PROBLEMS

You suspect the Cintiq preferences may be corrupted, or want to make certain that all settings are at their factory defaults.

Use the Wacom Tablet Preference File Utility to work with preferences.

From the Windows 8 Start screen, click the WACOM TABLET PREFERENCE FILE UTILITY tile. See [Managing preferences](#).

Notes:

- It is a good idea to first back up your tablet preferences. In the TABLET PREFERENCE FILE UTILITY dialog box, click BACKUP... and follow the prompts.
- Use the Tablet Preference File Utility to delete the tablet preferences as follows:

Single user. Under MY PREFERENCES, click REMOVE to delete the preferences for the current user.

Multiple users. Under ALL USER PREFERENCES, click REMOVE to delete preferences for multiple users. Administrator rights are required to delete preferences for all users. Relaunch any currently open tablet-aware applications that you may be running.

You can restore tablet preferences that have been backed up by clicking RESTORE... under MY PREFERENCES.





SUPPORT OPTIONS

If you have a problem with your Cintiq and cannot find the answer in this manual, you may find updated information about your problem in the Notes linked to the driver download screen. You can also check the product FAQs ([Frequently Asked Questions](#)).

A problem may also be solved by downloading a new driver when one is available. See [Obtaining software updates](#).

Check the Support options on the Wacom website for your region. You may find answers to your questions without having to make a phone call.

If you cannot solve the problem and you think your Wacom product is not working properly, contact the Wacom support staff for the area where your product was purchased. You can find contact information by checking the Wacom website for your region.

When you call, you should have the following information available:

- This manual.
- Serial number. (See the label on the back of the Cintiq.)
- Driver version number. (Click on the Wacom Control Panel ABOUT button.)
- Peripheral devices attached to your Cintiq (if any).
- 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.

You can also contact the Support Center by visiting the Wacom website for your region and completing an Email Inquiry form.

OBTAINING SOFTWARE UPDATES

Wacom periodically updates the tablet software driver to maintain compatibility with new products. If you are having a compatibility problem between the Cintiq and a new hardware or software product, it may be helpful to download a new software driver (when available) from the Internet.

In the Wacom Desktop Center, click on WACOM SOFTWARE UPDATE to check for updated drivers. You can also visit the Wacom website at www.wacom.com for support and other product drivers or software updates.





FREQUENTLY ASKED QUESTIONS

This section provides answers to some of the more commonly asked questions about the Cintiq. To browse more FAQs, visit the Wacom website for your region.

[Do the Cintiq pen and touch features work with all applications?](#)

[The Cintiq supports general input functions in all applications. Pressure sensitivity and eraser functions are also supported in many graphic applications.](#)

[Can I use older Wacom input tools with the Cintiq?](#)

[The pen and screen cursor do not line up. Why?](#)

[How do I reset my pen and touch preferences to the default settings?](#)

[Can I delete all pen and touch preferences at one time?](#)

[What is the best way to clean the Cintiq?](#)

[How do I change the nib \(tip\) of my pen?](#)

[Where can I obtain spare parts and accessories?](#)

[How do I find the product model and serial number?](#)

Do the Cintiq pen and touch features work with all applications?

The Cintiq supports general input functions in all applications. Pressure sensitivity and eraser functions are also supported in many graphic applications.

Many applications support pressure sensitivity and eraser input from your Wacom product.

Try using your application with the Cintiq to determine if you experience pressure variance when you paint or draw with the pen. Your software manufacturer will be able to provide the best information about which pen input features the application supports.

Can I use older Wacom input tools with the Cintiq?

Pens and accessories are generally specific to each product model. Visit the Wacom website for your region and check the Support and Cintiq product pages for details.

The pen and screen cursor do not line up. Why?

The Cintiq needs to be calibrated. This should be done each time you reinstall the tablet driver or delete the Cintiq preference file. See [Calibrating the Cintiq](#).

Add screen control = mouse OR pen OR touch.





How do I reset my pen and touch preferences to the default settings?

See [Managing preferences](#).

Can I delete all pen and touch preferences at one time?

Yes. See [Managing preferences](#).

What is the best way to clean the Cintiq?

See [Caring for the Cintiq](#).

How do I change the nib (tip) of my pen?

See [Replacing the pen nib](#).

Where can I obtain spare parts and accessories?

See [Ordering parts and accessories](#).

How do I find the product model and serial number?

These are labeled on the back of the Cintiq. The model number and serial number are needed for all support requests.





CARE AND MAINTENANCE

This section provides tips for the care and maintenance of the Cintiq.

[Caring for the Cintiq](#)

[Replacing the pen nib](#)

CARING FOR THE CINTIQ

- Keep pens and the Cintiq screen surface clean. Dust and dirt can stick to the pen and cause excessive wear to the screen surface. Regular cleaning will help prolong the life of your screen surface and pen.
- Keep the Cintiq and pens in a clean, dry place and avoid extremes in temperature. Room temperature is best. To protect your pen, store it in the pen case if you will not be using it.
- The Cintiq and the pens are not made to come apart, except to personalize your pen with a color ring. Otherwise, taking apart the product will void your warranty.
- You should not attempt to access, service or replace the Cintiq's battery. If you have problems with your battery, please contact Wacom Support. See [Battery status and Operation](#).
- Take care to never spill liquids onto the Cintiq or the pen. Be especially careful not get the display, Rocker Ring, ExpressKeys, or pen buttons and pen tip wet, as they contain sensitive electronic parts that will fail if they are exposed to liquids.
- Avoid scratching the screen by replacing your pen nibs frequently. When the nibs are worn or pointed they can damage your Cintiq. See [Replacing the pen nib](#).
- To clean the Cintiq casing or pens, use a soft, damp cloth; you can also dampen the cloth using a very mild soap diluted with water. Do not use paint thinner, benzine, alcohol, or other solvents to clean the product casing or pen.
- To clean the screen, use an anti-static cloth or a slightly damp cloth. When cleaning, apply only a light amount of pressure, and do not make the screen surface wet. Do not use detergent to clean the screen, as this may damage it. Damage of this kind is not covered by the manufacturer's warranty.

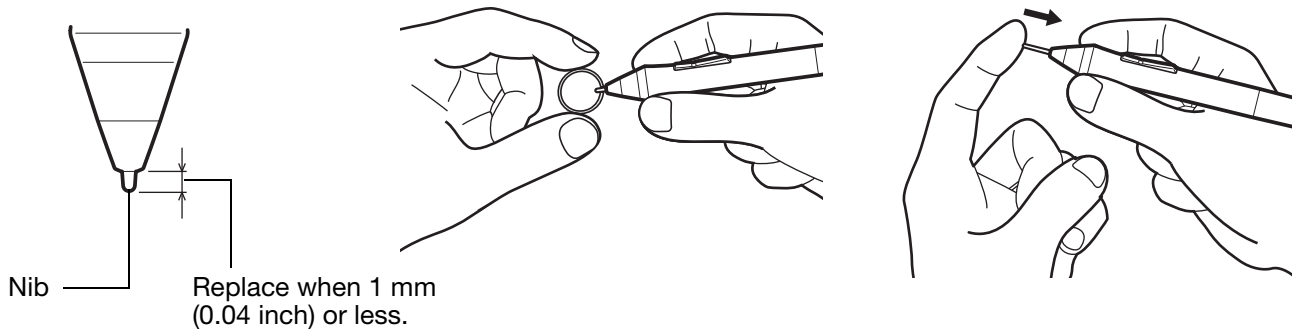




REPLACING THE PEN NIB

The pen nibs will wear with normal use. To protect your Cintiq from damage and for best performance, periodically replace your pen nibs.

1. To replace your pen nib, use the nib removal tool, a pair of tweezers, needle-nosed pliers, or similar instrument to pull the nib straight out of the pen.
2. Use the same tool to grasp the new nib and place it into the end of the pen.
3. Slide the end of the new nib straight into the barrel of the pen. Firmly push the nib until it stops.



Warning

Choking hazard. Prevent children from swallowing the pen nib or side switch. The pen nib or side switch may accidentally be pulled out if children are chewing on them.

For replacement parts, see [Ordering parts and accessories](#).

Important:

- When not in use, place the pen in the pen case, or lay it flat on your desk.
- When the optional Airbrush is not in use, lay it flat on your desk.
- To maintain the sensitivity of your input tools, do not store them in a container where they will rest on their tip or eraser. Improper storage may damage the pen tip pressure sensor(s).





OTHER USEFUL INFORMATION

This section includes information and instructions on the topics listed below.

[Uninstalling Cintiq](#)

[Managing preferences](#)

[Installing multiple tablets](#)

[Using applications integrated for tablet control](#)

[Importing expert settings](#)

[Product information](#)

[Ordering parts and accessories](#)

UNINSTALLING CINTIQ

It is unlikely that you will ever need to remove the Wacom driver software from your Cintiq. However, if it becomes necessary, follow the procedure below to uninstall the driver.

Important: When you remove the Wacom driver software, Windows 8 will not be affected. However, your Cintiq will no longer function as a graphics tablet. You will need to reinstall the latest driver to restore your Cintiq's functionality.

1. From the standard desktop screen, select the Settings icon in the Charms bar, and then Windows Control Panel.
2. From the Windows 8 screen, swipe up from the bottom of the screen to display the Task bar, then select Apps from the bottom right corner. From the Apps screen, select Control Panel.
3. Choose UNINSTALL A PROGRAM or ADD OR REMOVE PROGRAMS.
4. Select Wacom Tablet and click on the REMOVE button.

To reinstall the Wacom driver after uninstalling:

1. From the Wacom Desktop Center, click on Wacom Software Update, then Update Driver. The browser will open to the Support page of the Wacom website. If no new driver is available, you will see a message stating that all software is up to date.
2. Click on DRIVERS.
3. Select your Tablet Model and Operating System from the dropdown menu.
4. Click DOWNLOAD.
5. Click SAVE to copy the driver to your Cintiq.





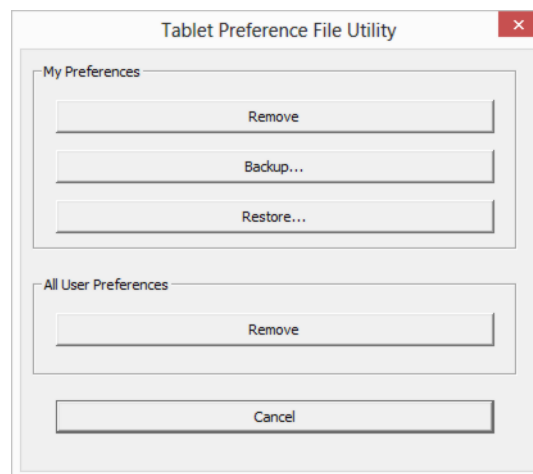
MANAGING PREFERENCES

Use the Wacom Tablet preferences utility to manage your Cintiq preferences for single or multiple users.

1. Close any open applications.
2. From the Windows 8 Start screen, click the WACOM TABLET PREFERENCE FILE UTILITY tile. If you are using the Windows 8 standard desktop, select the Windows icon in the Charms bar to access the Start screen.

Set your preferences in Windows 8 as follows:

- Carefully follow any prompts that may appear
 - To back up your preferences, click BACKUP... under MY PREFERENCES.
 - To restore preferences that you had previously backed up, click RESTORE... under MY PREFERENCES.
 - To remove preferences for the current user, click REMOVE under MY PREFERENCES.
 - To delete preferences for multiple users, click REMOVE under ALL USER PREFERENCES.
- Note: Administrator rights are required to delete preferences for all users.
- Relaunch any currently open tablet-aware applications that you may be running.

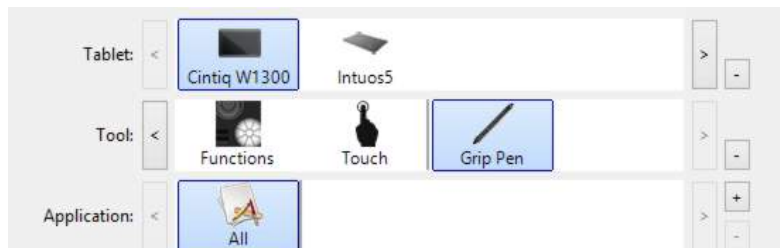




INSTALLING MULTIPLE TABLETS

Any Cintiq or tablet that has been detected on your system will appear as an icon within the Wacom Control Panel TABLET list.

Select a pen display or tablet icon for which to customize tool and application settings. Settings can only be viewed or changed for an attached pen display or tablet.



To add a new pen display or tablet, connect it to the Cintiq. The system will automatically find the pen display or tablet and initialize it. An icon for the pen display or tablet will then appear in the Wacom Control Panel.

Important: When adding additional pen display units or tablets on Windows systems, the eraser function may not work in some applications when using the additional pen display(s) or tablet(s). The eraser function will continue to work correctly on applications already running on the Cintiq.

To remove one of multiple pen displays or tablets from the driver, select the pen display or tablet to be deleted and click on the [-] button next to the TABLET list.

USING APPLICATIONS INTEGRATED FOR TABLET CONTROL

Some software applications may be designed to directly control ExpressKey or Rocker Ring functions. When working in an application that has been integrated in this manner, the ExpressKeys or Rocker Ring may perform differently than the function that is set in the Wacom Control Panel.

- When an ExpressKey is overridden by an application, the ExpressKey setting will automatically update, using either “Application Defined” or the new function name. Some or all of the ExpressKeys, the Rocker Ring, or the Windows Button may be overridden, depending on the application.
- An integrated application will control the ExpressKeys, Rocker Ring or Windows Button only when that application is active and in the foreground. When you close the application or select a new application pane to work in, your Wacom Control Panel settings are returned to their previous state.
- To review ExpressKeys, Rocker Ring, or pen function settings for the current or selected application, set an ExpressKey to SETTINGS and press the key at any time.

Applications that have been integrated in this manner will typically provide you with the opportunity to opt-out or disable this functionality when first using your Wacom product with the application. See the documentation provided with your application for any specific details on functionality and how to customize or disable this feature.

If an automatic prompt or the application’s documentation do not describe how to disable this behavior, you can use the Wacom Control Panel to create [Application-specific settings](#) that will override the behavior of the integrated application. See also [Managing preferences](#).

Important: If an application-specific setting has been created for an integrated application, setting an ExpressKey function to APPLICATION DEFINED will still allow the integrated application to control the function.





IMPORTING EXPERT SETTINGS

The import expert settings feature enables you to import customized Wacom Control Panel settings that have been specified in an XML (Extensible Markup Language) file.

Some software developers may create custom settings files which are specifically designed to provide optimum performance when using your Wacom product with their applications.

Each XML file may include customized settings for one or more applications. These settings may apply to the ExpressKeys or Rocker Ring, Radial Menu, or pen button and eraser functions.

Visit the Wacom website for your region to choose from a variety of custom settings files that may be available for your product.

To import expert settings:

1. Choose an XML file with settings for use with a particular application. Double-click on your file selection.
2. Read and follow the instructions in the confirmation dialog.
 - The utility will import settings for one or more applications. Any previous settings for those applications may be overridden.
 - You are encouraged to back up any existing Wacom Control Panel settings before importing the expert settings.
 - You can cancel, or continue to import the settings.
3. When you choose to import settings, only the settings specified in the XML file will be imported. Any corresponding settings will be overridden with the new values. All other existing settings will remain unchanged.
4. After the import process is completed you will have an opportunity to view the new settings within the Wacom Control Panel.

PRODUCT INFORMATION

To learn more about your Cintiq, visit the Wacom website for your region. You can also discover which software applications are currently tablet-enhanced to support the pressure sensitivity and other special functionality of your Cintiq by searching software applications.

USA, Canada, Central and South America	https://store.wacom.com/us
Europe, Middle East and Africa	www.wacom.eu
Japan	www.wacom.com
Asia Pacific (English)	www.wacom.asia
China (Simplified Chinese)	www.wacom.com.cn
Hong Kong (Traditional Chinese)	www.wacom.com.hk
Korea	www.wacom.asia/kr
Taiwan	www.wacom.asia/tw
Thailand	www.wacom.asia/th





PRODUCT SPECIFICATIONS

Specifications for your Cintiq are provided in the Important Product Information document included with your driver installation.

WARRANTY SERVICE IN THE U.S.A. AND CANADA

The full product warranty and licensing agreement is provided in the Important Product Information guide that is included on your driver installation.

To obtain Warranty service within the U.S. or Canada contact:

Wacom Support Center

Phone: 1.360.896.9833

Email Inquiry form: <http://www.wacom.com/support/email.cfm>

WARRANTY SERVICE OUTSIDE OF THE U.S.A. AND CANADA

For products purchased or used outside the United States and Canada, the warranty period may be determined by regional requirements. The warranty period for your pen display is described on the Support page of the Wacom web site for your region, or contact Wacom Support.

Wacom Support in Asia Pacific (except Japan and China):

Detailed Asia Pacific Limited Warranty policy and product registration may be found online at <http://www.wacom.asia>.

To obtain technical support or Warranty service within Southeast Asia, Oceania and Taiwan, please contact Wacom Support.

Phone numbers can be found here: <http://www.wacom.asia/customer-care>.

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

IN NORTH AND SOUTH AMERICA CONTACT:

Wacom Technology Corporation

1311 SE Cardinal Court

Vancouver, Washington 98683

U.S.A.

IN JAPAN CONTACT:

Wacom Co., Ltd.

Sumitomo Fudosan Shinjuku Grand Tower 31F

8-17-1 Nishi-Shinjuku, Shinjuku-ku

Tokyo, 160-6131, Japan

IN ASIA PACIFIC CONTACT:

Wacom Co., Ltd.

Asia Pacific Office

Sumitomo Fudosan Shinjuku Grand Tower 31F

8-17-1 Nishi-Shinjuku, Shinjuku-ku

Tokyo, 160-6131, Japan

IN MAINLAND CHINA (EXCEPT HONG KONG) CONTACT:

Wacom China Corporation

1103, Beijing IFC West Tower

No. 8 Jianguomenwai Street

Chaoyang District

Beijing, 100022, China

E-mail: support@wacom.com.cn





ORDERING PARTS AND ACCESSORIES

For a list of available parts and accessories, visit the Wacom website for your region.

You can also do the following:

- In the USA or Canada, call 1.888.884.1870 (toll-free) or visit Wacom's website at <http://direct.wacom.com> (USA only).
- In Europe, call +49 (0)180.500.03.75, or visit <http://shop.wacom.eu>. You can also contact your local dealer, distributor, or technical support using the appropriate number for your region.
- In Japan, visit <http://store.wacom.jp>. You may also contact your local dealer, distributor, or technical support using the appropriate number for your region.
- In Australia, Singapore, Taiwan and Korea, please visit: www.BuyWacom.com.au, www.BuyWacom.com.sg, www.BuyWacom.com.tw and www.BuyWacom.co.kr, respectively.
- In other countries, please contact your local dealer or distributor.

Some parts and accessories may not be available in all regions.





GLOSSARY

Active area. The area of the Cintiq where your tools are detected.

Application-specific settings. Cintiq tool and Cintiq settings that have been customized for individual applications. The Wacom Control Panel enables you to customize a tool to behave uniquely in different applications. [Application-specific settings](#) are in effect whenever you use the application.

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

Double-click assist. A function of the Wacom Control Panel that makes it easier to double-click by setting the size of the double-click distance.

Double-click distance. The maximum distance (in screen pixels) that the screen cursor can move between clicks and still be accepted as a double-click. Increasing the double-click distance makes double-clicking easier, but may cause a delay in brush strokes in some graphics applications.

Eraser-aware application. A software application that has built-in support for the pen eraser. These applications take advantage of the eraser in different ways, depending on what makes sense for the application.

ExpressKeys. The customizable control keys located on the Cintiq. See [using the ExpressKeys](#).

Fingerwheel. The control wheel on the optional Airbrush.

Hardware control buttons. The function buttons on the Cintiq. See [Button functions](#).

Journal. A Microsoft Windows application that electronically simulates a physical journal pad, but with the advantages of digital note taking. For example, you can create quick sketches and jot handwritten notes that can be converted to text and sent on to colleagues for digital mark-up. Journal includes a variety of pen, marker, and highlighter tools, plus an eraser that is easily activated by the eraser end of your Wacom pen. Additionally, your handwritten content is searchable within Journal.

LED. Light-Emitting Diode. Used as pen display indicator light(s).

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

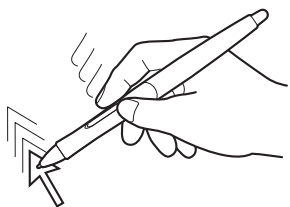
Mouse acceleration. A setting that allows you to adjust the screen cursor acceleration when using mouse mode.

Nib. The replaceable pen tip.

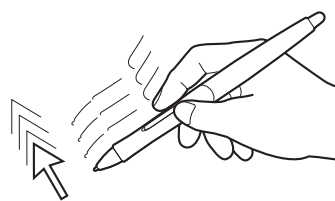




Parallax. The angular distortion of an object's position when viewed through glass or other medium. You must calibrate the Cintiq to compensate for this effect, and to align the screen cursor with the position of the pen on the screen. See [Calibrating the Cintiq](#).



No parallax. The pen tip and screen cursor are aligned.



Parallax effect caused by screen glass. Note how the position of the pen tip and screen cursor are not aligned.

Pen mode. A method of positioning the screen cursor. Wherever you place your input tool on the Cintiq, the screen cursor will jump to the corresponding point on the screen. This is known as absolute positioning, and is the default setting for the pen. Pen mode allows you to quickly position the screen cursor without having to first find it and then move it across the screen.

Pixel. The smallest unit of measure on your screen.

Pressure sensitive. A quality of the Wacom pen tip and eraser that senses the amount of pressure being applied. This is used to create natural-looking pen, brush, and eraser strokes in applications that are pressure sensitive.

Pressure-sensitive application. Any application that supports pressure-sensitive input.

Proximity. The height above the Cintiq [active area](#) where the input tools are detected. See also [Pen features](#).

Radial Menu. A hierarchical menu (in radial format). Each level of the menu consists of eight menu slices which may contain various features and options to choose from. You can customize the buttons of your input tools or Cintiq to display this menu.

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

Tablet PC Input Panel (TIP). The Microsoft Windows Tablet PC Input Panel enables you to use your Wacom pen to create handwritten notes or work with an on-screen keyboard. The Input Panel dynamically converts your handwriting to text. The information you create can then be inserted into other documents, spreadsheets, or illustrations.

Tilt sensitive. A quality of the pen tip and eraser that senses the amount of tilt between the tool and tablet. This is used to create natural-looking pen, brush, and eraser strokes in applications that are tilt sensitive.

USB. Universal Serial Bus. A hardware interface standard for connecting additional devices.

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





INDEX

About the manual	4	Eraser pressure setting, advanced	29
Accessories		Ergonomics	12
ordering	67	Expert settings, importing	65
Adding a new tool	48	ExpressKeys	
Applications, integrated for tablet control	64	using	19
Application-specific settings		FAQs (Frequently Asked Questions)	58
changing settings	48	Front view, Cintiq	7
creating	47	Functions, button	38
removing	48	General problems	52
working with	46	General problems, troubleshooting	53
Autorotate switchj	12	Getting Started	11
Button functions	38	Glossary	68
Calibrating, pen display	26	Incline, adjusting	9
Care and maintenance	60	Information, product	65
Cintiq		Input tools, testing	49
Control Panel overview	24	Maintenance and care	60
customizing	23	Manual, about	4
front view	7	Monitors, using Cintiq with others	22
incline, adjusting	9	Multiple tablets, installing	64
pen features	15	Multiple tools, working with	48
the multi-touch experience	20	Multi-touch	
uninstalling	62	adjusting touch speed	21
Cintiq stand		customizing	20
adjusting incline	9	navigating with	20
Control panel		options	20
lists	25	setting navigation features	21
overview	24	speed, adjusting	21
tabs	25	testing touch	22
Controls, testing	49	the experience	20
Cooling vents	12	Navigation, customizing for multi-touch	21
Customizing	23	New tool, adding	48
eraser feel	29	On-screen controls	
ExpressKeys	32	assigning panels	35
pen	27	customizing	37
Radial Menu	45	managing	37
tilt sensitivity	31	Screen Key	37
tool buttons	30	Screen Touch Strip	37
Digital ink, capabilities in Windows	18	Ordering, parts and accessories	67
Double-click, adjusting	28	Orientation	
Eraser feel, customizing	29	Autorotate switch	12





Parts		Tilt	
ordering	67	drawing with	17
Pen		sensitivity, customizing	31
customizing	27	Tip feel, adjusting	28
eraser	15	Tip pressure setting, advanced	29
holding	16	Tool buttons, customizing	30
nib, replacing	61	Troubleshooting	
positioning with	17	general problems	53
pressure sensitivity, working with	17	testing controls	49
side switch	15	testing input tools	49
testing	51	Windows-specific problems	56
tilt, drawing with	17	Uninstalling	62
tip	15	Using	
using	16	ExpressKeys, Rocker ring and Windows	
Pen display		button	19
calibrating	26	multi-touch	20
Pen nib, replacing	61	pen	16
Pens, optional	27	Wacom Desktop Center	12
Positioning, with pen	17	Warranty	66
Preferences, managing	63	Windows-specific problems,	
Pressure sensitivity, working with	17	troubleshooting	56
Product information	65	Work area, setting up	12
Radial Menu			
customizing	45		
using	45		
Rocker Ring	19		
Settings			
changing for specific application			
and tool	48		
removing	48		
Settings and Express View	23		
Software			
updates	57		
Specifications			
product	66		
Tablet, renaming in Tablet list	48		
Technical support, options	57		
Testing			
controls	49		
ExpressKeys, Rocker ring	51		
input tools	49		
multi-touch	22		
pen	51		
Testing the Rocker Ring and Home Button	51		

