

INTUOS

Intuos User's Manual

Version 1.0, Rev J3113

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.

Intuos 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, Windows, and Vista are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries. Apple, the Apple logo, and Mac are registered trademarks of Apple, Inc., registered in the U.S. and 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 information 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.

TABLE OF CONTENTS

ABOUT THE MANUAL	5
YOUR INTUOS TABLET	6
System requirements	6
Intuos pen	8
Pen holder	8
SETTING UP INTUOS	9
Connecting Intuos to your computer	9
Installing the driver	10
The tablet active area	11
Working with multiple monitors	12
Control panel basics	12
USING YOUR INTUOS	13
Using the Pen	13

APPENDIX	64
Replacing the pen nib	64
Uninstalling Intuos	65
Using applications integrated for tablet control	66
Pen and digital ink capabilities in Windows	67
Product information	68
Ordering parts and accessories	68
Warranty Service	69

ABOUT THE MANUAL

This manual provides quick access to information about your [Intuos](#). The information is common to Windows and Mac computers. Windows screen captures are shown, unless otherwise noted.

- 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.

Index

Go to index.

Go to front page.

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 display 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 for names of keyboard keys, dialog boxes, and control panel options.
- Be sure to see the Important Product Information document for Intuos, located on the Intuos installation CD. The document includes product safety precautions, specifications, and your license agreement.
- The following information is not included with this product: information about your specific computer hardware or operating system, or information about your application software. Your best source for this information is the set of manuals and discs that came with your hardware, operating system, or application.
- In addition to the built-in inking support found within Microsoft Windows 8, Windows 7 and Vista, many graphics applications also support pressure sensitivity and the pen eraser. You can find a listing of applications that support these features on the Wacom web site (see [Product information](#)).

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.

Contents

Index

5

YOUR INTUOS TABLET

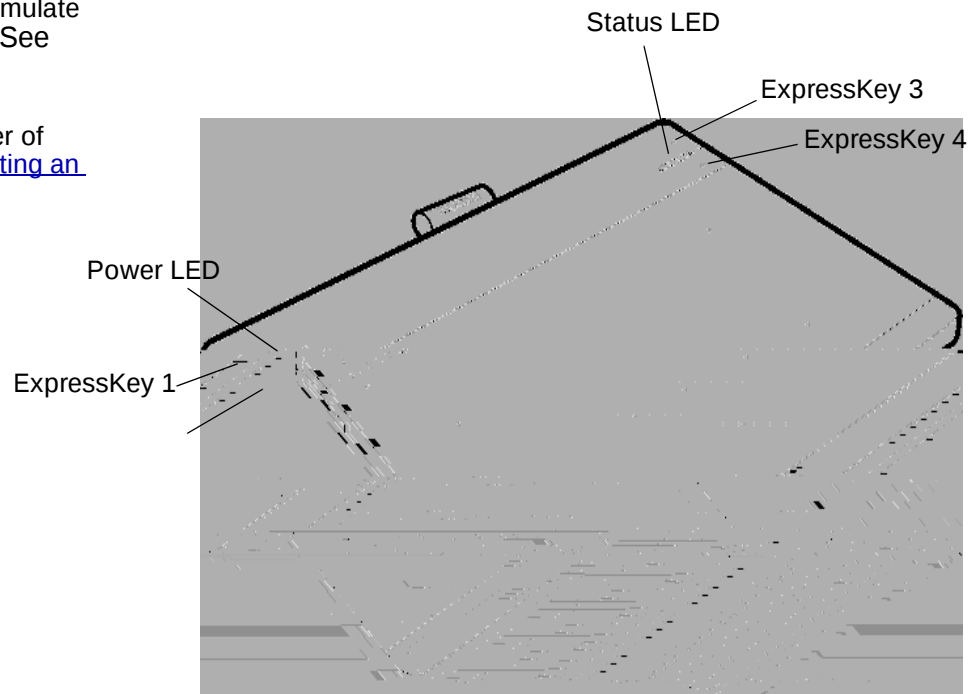
All models of the Intuos support pen input. The CTH-480 and CTH-680 Intuos models include a pen with an eraser. The model number for your Intuos is on the back of the tablet.

Your Intuos can only be used with a compatible Wacom pen, such as th

[ExpressKeys](#)

Use the four customizable ExpressKeys on the upper corners of the Intuos to set frequently used functions or keystrokes, or to simulate button clicks or modifier keys. See [Using the ExpressKeys](#).

The ExpressKeys also provide automatic settings for a number of popular applications. See [Creating an application-specific setting](#).



LED indicators

- The Power LED will gl

*Touch is available on the Intuos CTH-480 and CTH-680 models.

INSTALLING THE DRIVER

On Windows 8, Windows 7 and Vista operating systems, the driver installs when Intuos is connected to your computer for the first time. The connection is indicated when the Power LED lights.

The driver is also available from the Installation CD, or as a download from the Support area of the Wacom website.

For the Mac operating system, you will need to install the driver from the CD, or download and install it

HOLDING THE PEN

Hold the Intuos Pen as you would a normal pen or pencil. Adjust your grip so that the side switch is in a convenient location where you can easily toggle it with your thumb or forefinger. Be careful not to accidentally press the switch while drawing or positioning with the pen. Tilt the pen in any way that feels most comfortable.

POSITIONING

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

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.

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

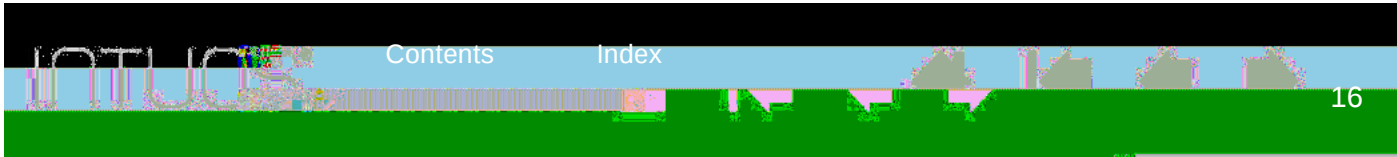
Select an object, then slide the pen tip across the screen to move the object.

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 inside the active area 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](#).



USING THE SIDE SWITCH

EXPRESSKEY DEFAULTS

Use individual ExpressKeys to perform frequently used functions or keystrokes. ExpressKeys can also be used to modify touch, pen, or other tool properties as you work.

When you first begin working with your Intuos, the ExpressKeys are set to tablet default functions.

17APPLICATION-SPECIFIC (ESSK1)-9.FAULTS

THE INTUOS MULTI-TOUCH EXPERIENCE

Intuos is designed to enhance the way you work. Touch enables you to interact with a computer using only your fingertips on the Intuos tablet.

You can use touch on Intuos as you would on any other Mac or Windows device, such as phones, trackpads, and notebooks. A few touch gestures differ on the Windows and Mac operating systems.

To enable or disable touch, move the slider on the top right corner of the Intuos to the opposite position (see [Your Intuos tablet](#)).

To view the Wacom Gesture Guide for Windows and Mac gestures, go to www.wacom.com/en/support/manuals.

Touch is activated whenever you touch the tablet active area.

- When using touch, you can generally position your fingers as far apart as is comfortable. However, placing your fingers too closely together

NAVIGATING WITH TOUCH

The touch feature of your Intuos touch tablet enables you to control a computer using only your fingertips on the tablet surface. See [The tablet active area](#).

Touch is enabled or disabled using the slider switch (toggle) on the upper right corner of the tablet.

- Use basic actions to navigate and perform typical mouse operations.
- Use gestures to scroll, zoom, rotate, and perform other functions. Some gestures may provide a visual cue on your display screen to indicate when the gesture has been recognized by Intuos.

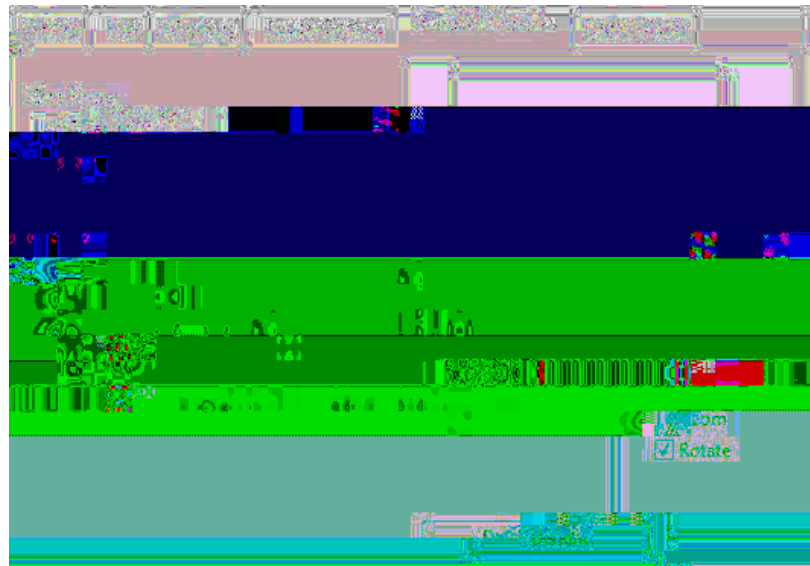
Some functions, such as a right-click, can be performed using different actions or gestures.

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 control panel will display each option sequentially, from top to bottom.

This option can also be changed by assigning it to an ExpressKey.

See also [Navigating with touch](#) and [Using the Expresskey display](#).



You can also customize your ExpressKeys to perform some touch functions.

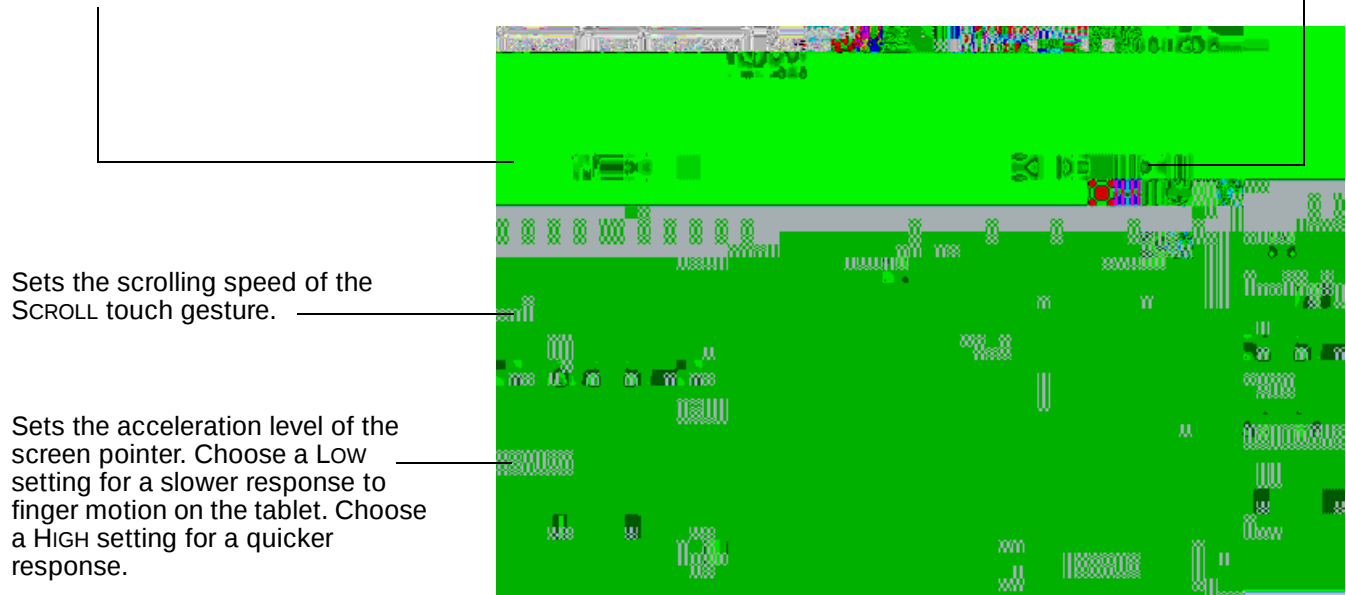
- [Using the Expresskey display](#)
- [Navigating with touch](#)

SETTING THE TOUCH OPTIONS

Select the TOUCH OPTIONS tab. The touch options determine how fast you must move or tap your fingers in order for an action or gesture to be recognized.

Adjusts the screen pointer for speed of tracking and navigating. Choose a SLOW speed to move the screen cursor at a slower rate with more finger motion. Choose a FAST speed to move the cursor quickly with less motion.

Adjusts how fast you must tap to register a double-click. To test your setting, position the cursor over the TEST area and tap twice.

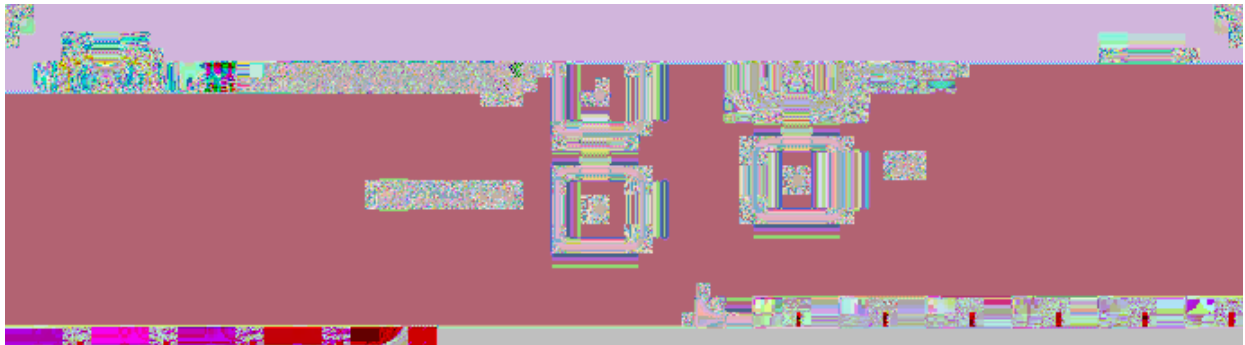


Note: Touch speed and acceleration settings are independent of system (OS) settings. Changes you make to these Wacom Tablet control panel settings do not affect similar system settings. However, changes made to similar system settings may affect your Intuos tablet settings.

USING THE EXPRESKEY DISPLAY

You can view the current setting for any individual ExpressKey at any time.

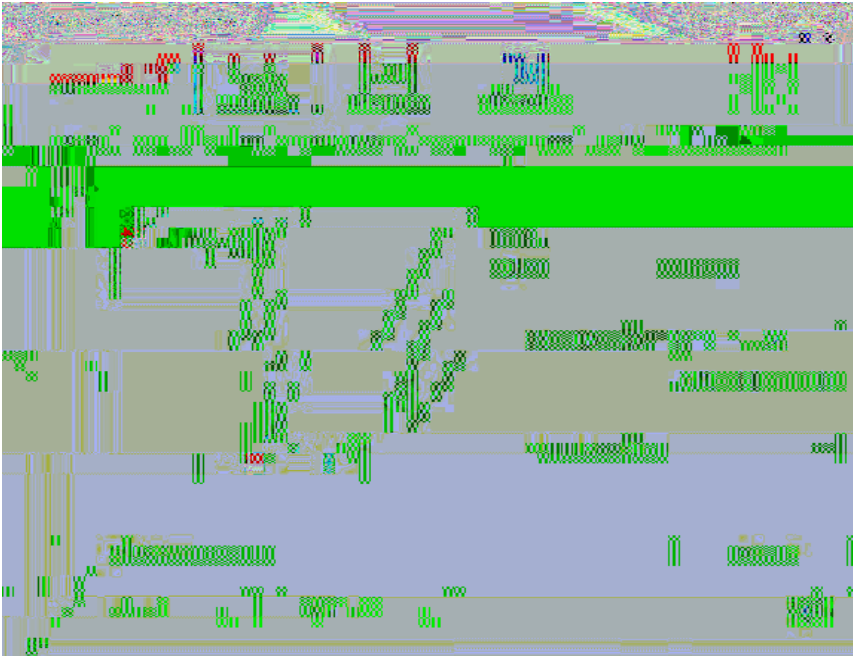
- Press an ExpressKey to activate the ExpressKey display on your primary monitor. The ExpressKey you touch appears highlighted in the display.
- If an ExpressKey has been disabled it will be shown as disabled, or there may be no display for that key.
- The display will fade out after 2 seconds on the screen.
- To disable the display, choose the EXPRESSKEYS tab in the control panel and uncheck the SHOW EXPRESS VIEW box.
- You can view the display by pressing an ExpressKey set to SETTINGS.



TABLET TO SCREEN MAPPING

Select the **MAPPING** tab to define the relationship between tool movement on the tablet surface and cursor movement on the monitor screen.

By default the entire active area of the tablet maps to the entire monitor. If more than one monitor is in use, the tablet will map to all monitors.



MODE options control how the screen cursor moves.

- **PEN MODE** sets the cursor movement to correspond with the position of your pen on the tablet. Wherever you place your pen on the tablet, the cursor will jump to a corresponding point on the screen. This is known as absolute positioning and is the default setting for the pen.

PORTION OF SCREEN AREA

To define which portion of the display screen your tablet will map to, choose a SCREEN AREA option from the MAPPING tab.

FULL	Maps the entire monitor(s) area. This is the default setting.
MONITOR	Maps the entire area of a single monitor that you choose. If more than one monitor is connected to your system, an option will be available for each detected monitor.
PORTION...	In the dialog box that appears, choose a method for defining a portion of the display:

- Drag corners of the foreground graphic to select the screen area.
- Select the CLICK TO DEFINE SCREEN AREA button and move the screen cursor to select the screen area. Follow any MESSAGE prompts.
- Enter coordinate values.

After defining a portion of the screen, you may need to use a different input device to access other portions of the screen area.



BUTTON FUNCTIONS

Customize Intuos for the way you like to work. Simply use the Wacom Tablet control panel to change the button function that is assigned to a tool button, ExpressKey or Radial Menu setting.

Button function options may vary, depending on your tablet model. Not all options are available for all controls or tablet models.

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 tool button once to initiate click lock. Press the button again to release click lock. Click lock is useful for dragging objects or selecting blocks of text.
• 4TH CLICK	Simulates a 4th mouse button click.
• 5TH CLICK	Simulates a 5th mouse button click.

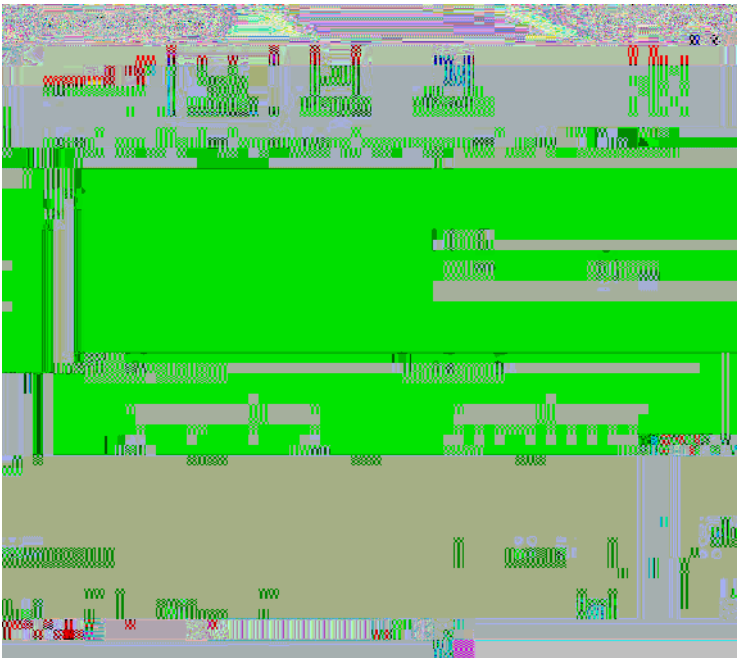
FUNCTION NAME	DESCRIPTION
KEYSTROKE...	Enables you to simulate keystrokes. Select this option to display the DEFINE KEYSTROKE dialog box. Enter a keystroke or keystroke combination in the KEYS entry box. Keystroke combinations can include letters, numbers, function keys (such as F3) and modifier keys (such as SHIFT, ALT, or CTRL for Windows, or SHIFT, OPTION, COMMAND, and CONTROL for Mac). You can also choose special keystrokes or keystroke combinations from the ADD SPECIAL drop-down menu. After defining a keystroke sequence, click OK. Important: Because the ENTER (Windows) and RETURN (Mac) keys can be selected as a defined keystroke, they cannot be used to select OK. You must use your Intuos tool 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 Creating an application-specific setting.
	To learn which keystroke shortcuts are supported by a particular application, see the documentation that came with the application.
FUNCTION NAME	DESCRIPTION
SHOW DESKTOP	



TOUCH ON/OFF

Available only for Intuos touch tablets. TOUCH ON/OFF

FUNCTION NAME	DESCRIPTION
DISPLAY TOGGLE	For multiple monitor systems. Enables you to toggle the current tablet mapping and screen cursor between different displays when you press an ExpressKey that has been assigned this function.
MODE TOGGLE...	Toggles between pen mode and mouse mode from the MAPPING tab. Click the MOUSE MODE button and adjust the mouse acceleration and speed.



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

The mouse mode settings are independent of system settings. Changes you make to these settings in the Wacom Tablet control panel do not affect similar system settings. However, changes made to similar system settings may affect your Intuos tablet settings.

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.

In the Wacom Tablet control panel, use the RADIAL MENU tab to customize the available Radial Menu functions.

Set a pen button or ExpressKey to the RADIAL MENU function. Press the button or ExpressKey to display the Radial Menu centered at the screen cursor position.

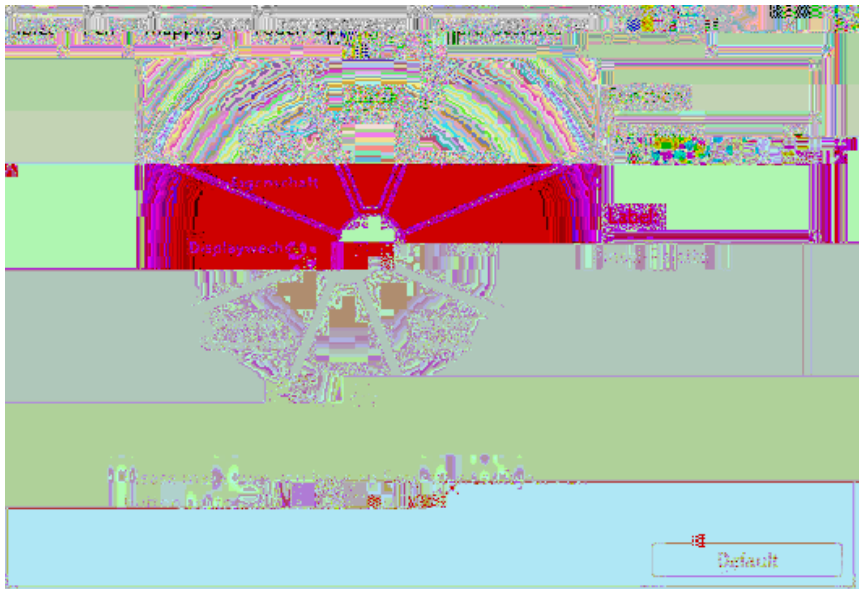
You can also use the appropriate touch gesture to open the Radial Menu.

The hierarchical Radial Menu appears in circular format.

1. Select a control slice.
2. Assign a control FUNCTION to the slice. If desired, change the LABEL name.
3. 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.
4. To make a selection without closing the Radial Menu, hold down the button that opens the menu.

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.
- Click Default to return the current menu to its default values.



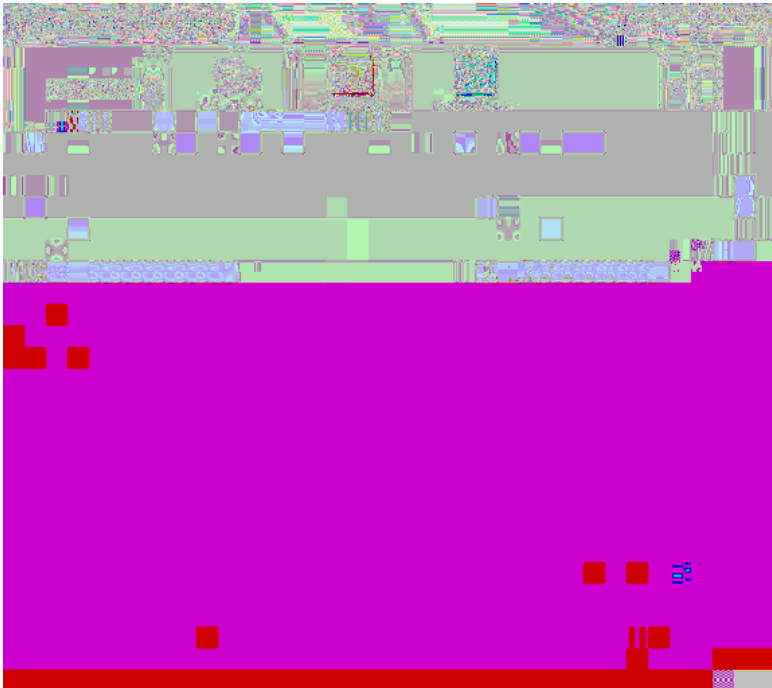


CUSTOMIZING YOUR APPLICATION SETTINGS

The APPLICATION

CREATING AN APPLICATION-SPECIFIC SETTING

Choose the application for which you want to create a specific setting.



Click on the APPLICATION list [+] button.



Choose a method to select an application:

- In the CURRENTLY OPEN APPLICATIONS box, select an application for which to create custom settings.
- BROWSE to select the executable file of any application installed on your computer.

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. You can use the Wacom Tablet control panel to customize settings for the application.

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

CHANGING APPLICATION-SPECIFIC SETTINGS

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

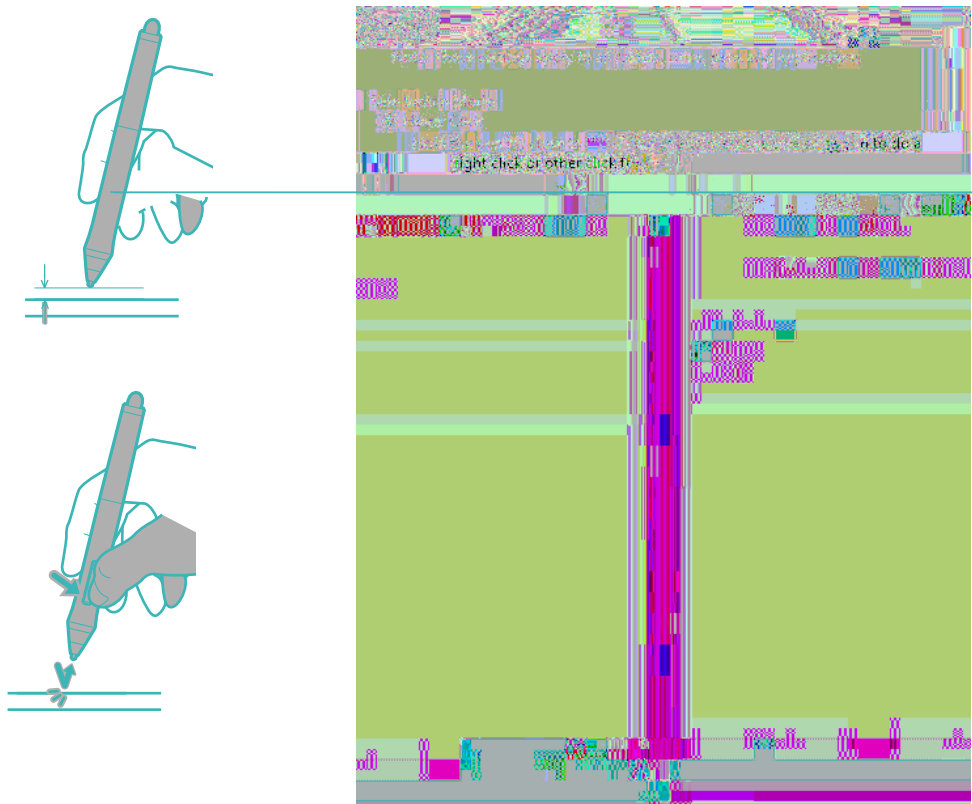
REMOVING APPLICATION-SPECIFIC SETTINGS

To remove an application-specific setting:

1. 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. You can restore the application to the tablet by clicking on the [+] to add it back to the list.

OPTIONS

Click the Wacom Tablet control panel OPTIONS... button to access the OPTIONS dialog box.





MANAGING PREFERENCES

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

Windows 8: From the Windows 8 Start screen, click the WACOM

GOING WIRELESS WITH INTUOS

Intuos tablets are designed to let you go wireless by adding the Wacom wireless accessory kit.

See [Ordering parts and accessories](#).

[Wireless accessory components](#)

[Wireless setup](#)

[Wireless module removal](#)

[Battery life information](#)

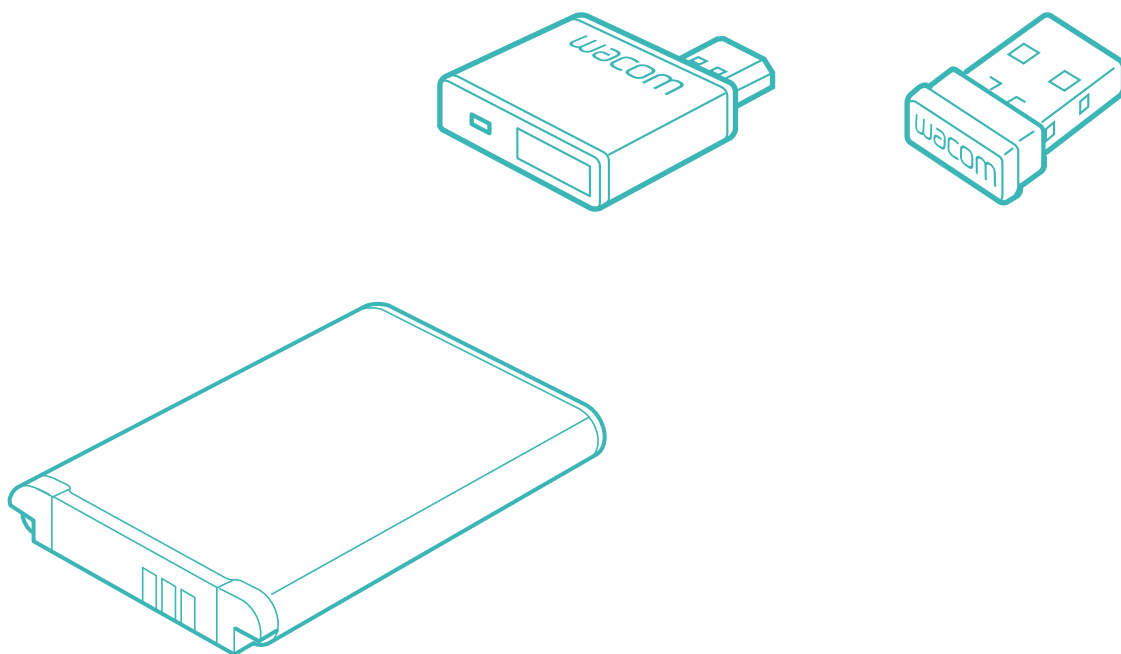
[Battery replacement](#)

[Wireless module removal](#)

[Wireless receiver storage](#)

WIRELESS ACCESSORY COMPONENTS

The Wacom wireless accessory kit includes the following components:



To install the kit, see [Wireless setup](#).



ESTABLISHING A WIRELESS CONNECTION

Connect wirelessly with Intuos.

1. Fully charge the tablet battery. See [Charging the battery](#). When the battery is fully charged as shown by the green LED, you can disconnect the USB cable and work wirelessly.
2. Press the power button on the Wacom wireless modu

Products using wireless signals may interfere with the equipment on commercial aircraft, and regulations require that all wireless devices be turned off when traveling in an airplane. Turn off the Intuos tablet wireless signal by turning off or removing the wireless module (the Status LED will be off) and DO NOT power on the wireless module during takeoff, transit, or landing.

Do not use Intuos wirelessly in a facility control system or any other environment that requires extremely high reliability, or where the use of a wireless device may cause interference. Wireless operation may interfere with or cause other electronic devices to malfunction, or other wireless devices may interfere with or cause the tablet to malfunction. Where use of wireless products is prohibited, power off or remove the wireless module (ensuring the wireless signal has been turned off) to prevent the possibility of it interfering with or causing other electronic devices to malfunction. Wacom does not accept any liability for direct or consequential damages. For details, please refer to your Warranty, located within the Important Product Information document.

Power off your tablet in locations where/when electronic devices are not allowed. Because the tablet may cause other electronic devices to malfunction in some locations where/when the use of electronic devices is not allowed, such as within an airplane, be sure to turn off the tablet by unplugging the USB connector from your computer.

OPTIMIZING THE WIRELESS CONNECTION

If your screen cursor lags behind the pen movement on the tablet or frequently “jumps” about, or if you see excessive straight line segments when drawing in graphics applications, your wireless connection may not be able to transmit all of the data from the tablet with the necessary speed. This may be caused by interference from other radio sources, obstructions in the radio wave path, excessive distance from the computer, or a combination of the above.

To improve the wireless connection and optimize tablet performance:

- Remove any metallic objects that may be in the line of sight between Intuos and the Wacom wireless receiver attached to your computer.

WIRELESS MODULE REMOVAL

To remove the wireless module:

1. Remove the wireless compartment cover.
2. Use the spacer that came with the Intuos, your thumbnail, or a suitable, non-metallic tool to unseat the module. To use the spacer, place it over the module and use it as a hook to unseat and slide the module out of the tablet.
3. Place the spacer back into the wireless module slot.
4. Slide the wireless compartment cover into place.
5. Store the wireless module in a safe place after removal.

BATTERY AND POWER MANAGEMENT

This section contains important information about the rechargeable battery and power management features of your Intuos tablet when used wirele



BATTERY AND WIRELESS CONNECTION STATUS

When in wireless mode, Intuos provides you with additional feedback about your tablet.

- The Status LED shows the following:
- On the Wacom wireless module, the battery status LED shows the following:
- A battery status icon appears in the system task bar (Windows) or menu bar (Mac). Hover the screen cursor over the icon to see specific details.
- When configured for wireless operation, you can view the tablet battery status and wireless control

BATTERY LIFE INFORMATION

BATTERY REPLACEMENT

If your tablet battery has exceeded its life span and can no longer be charged or no longer holds a charge, it will need to be replaced. Be sure to use only the rechargeable battery designed for your tablet. For information, see [Ordering parts and accessories](#).

Important: Only use a Wacom battery specified for your tablet.

To replace the rechargeable battery:

1. Turn the tablet over. Remove the battery compartment cover. Slide the cover away from the tablet body to remove.
2. Carefully remove the old battery. Be sure to lift the back edge of the battery before removing the contact end and lifting the battery out of the compartment.
3. Install the new battery. Align the terminals of the new battery with the tablet contacts. Press the battery into the compartment. See illustrations for [Wireless setup](#).

Note: Do not press straight down on the battery to install it. Align the contacts and press that end of the battery into place before pressing down the other end.

4. Replace the battery compartment cover. Align and slide into place.
5. Connect the USB cable and charge the battery for optimum performance. See [Charging the battery](#).

Important: When replacing the battery, be careful not to drop it on hard surfaces. The battery can be damaged internally when dropped, and should be replaced even if there is no obvious damage. This will help prevent any future damage that could occur to the tablet if the battery has been dropped, is installed in the tablet, and then later develops a short or leak while in the tablet.

Warning: See the Important Product Information document for battery safety precautions.

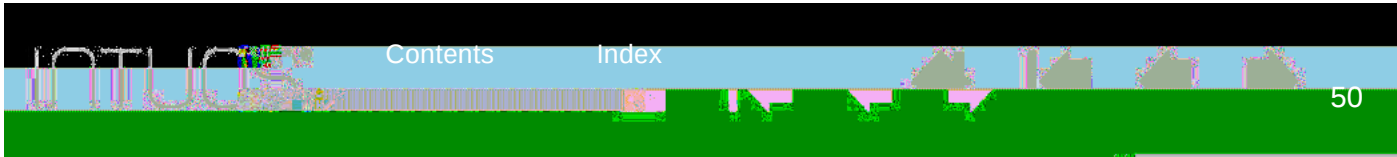
Many communities offer voluntary or mandatory recycling programs for batteries. Properly recycle the old

TROUBLESHOOTING

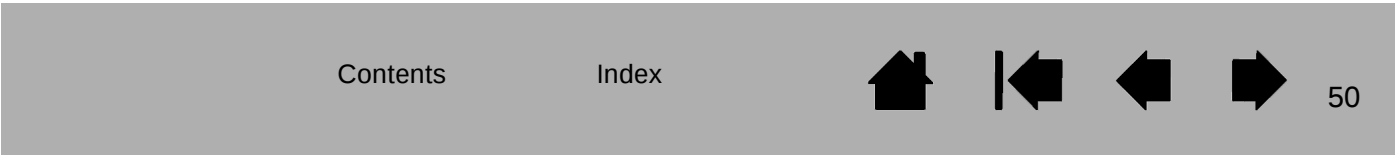
If you are having trouble, Wacom recommends you do the following:

1. If the tablet driver failed to load properly, first perform the recommended action in any error message that may appear. If that does not solve the problem, review the troubleshooting procedures in this chapter.
2. Look in the [Troubleshooting tables](#). Your problem may be described there and you can try the solution offered.
3. Visit www.wacom.com and choose the Wacom web site for your region where you can check the product FAQs (Frequently Asked Questions).
4. If you are having a compatibility conflict between Intuos 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. Test your tablet and Intuos tools. See [Testing your tablet](#) and [Testing the tablet controls and tools](#).
6. If you have tried the suggestions in this manual and still cannot resolve the problem, then contact Wacom for Technical Support. See [Technical support information](#).





TESTING YOUR TABLET



4. Check the pen. If the tablet driver does not load properly, the pen will not work properly. (You will be able to use the pen tip to move the screen cursor and click, but there will be no other pen functionality.) Install the tablet driver software.

- Move your pen across the tablet active area. The screen cursor should move in the corresponding direction on your monitor or display screen.
- Press the pen tip against the surface of the tablet. The status LED should brighten.
- Next, without applying pressure to the pen tip, hold the pen tip within approximately 10 mm (0.4 inch) of the tablet surface and press the side switch. The LED should again brighten.
- Turn the pen over and press the eraser against the surface of the tablet. The LED should brighten.

See also [Testing the tablet controls and tools](#) and [Testing a pen](#).

5. Check touch. Attempt to move the screen cursor by tracking your finger across the tablet surface. Then tap to select an item. The status LED should brighten when you touch the active area of the tablet.

If the tablet driver does not load properly, basic touch movement will be recognized but other actions and gestures will not. If gestures are not recognized, install the tablet driver software.

6. Check the ExpressKeys. See [Testing the tablet controls and tools](#) and [testing the ExpressKeys](#).

If any of these tests fail, you may have defective hardware. See [Technical support options](#).

After testing, use the Wacom Tablet control panel to reconfigure your tablet and tools for any custom settings you may originally have been using.

TESTING THE TABLET CONTROLS AND TOOLS

If your Intuos tools or tablet controls do not work as you expect, it is a good idea to first check the assigned functions or reset them to their default conditions. You will also want to do this if you have a touch-sensitive tablet model and encounter problems with touch.

- Open the Wacom Tablet control panel and click on the ABOUT button. In the dialog box that appears, click DIAGNOSE.... The Diagnostic Tool will open.

TESTING THE EXPRESSKEYS

1. With the DIAGNOSTICS dialog box open, observe the TABLET INFO column as you test each ExpressKey. Be sure to select the tablet unit you are testing from the TABLET INFO column.
2. Test the keys by pressing them one at a time. Each time you press a key, its number is shown next to the LEFT BUTTONS category.
3. When you are done, click the CLOSE button to exit the dialog box.

Important: Some applications can override and control the ExpressKey functions. Consider closing any open applications except the Wacom Tablet control panel when testing the ExpressKeys. 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 10 mm (0.4 inch) of the tablet active area. A value for PROXIMITY, the DEVICE NAME, DEVICE TYPE, and a DEVICE S/N (serial number) should be displayed.
2. Move your tool along the tablet surface. The X and Y DATA values should change to reflect the tool position.
3. Test your pen switches. The Status LED should brighten each time you click with the tip, press the side switch, or press the eraser to the tablet.
 - Click on the tablet surface with the tip. The SWITCHES state and PRESSURE value should change.

TROUBLESHOOTING TABLES

If you encounter problems with your Intuos tools or tablet, see the following tables. Your problem may be described here, and you can try the solution offered. Check the tablet Read Me file for the latest information updates.

For additional information, visit the Wacom web site at <http://www.wacom.com>.

- [General problems](#)
- [Pen problems](#)
- [Touch problems](#)
- [Wireless connection problems](#)
- [Windows-specific problems](#)
- [Mac-specific problems](#)

GENERAL PROBLEMS

The computer does not have an available USB port.	Check if there is an available USB port on a USB hub. If not available you will need to add a USB hub or USB card.
The status LED does not illuminate.	Verify that the tablet USB cable is properly connected to the tablet and to an active USB port. If connecting to a USB hub device, make sure the hub is connected to an active USB port and that the hub is active. Try connecting to another USB port or using another USB cable. If using Intuos in wireless mode, see also Wireless connection problems.
The computer does not go to sleep.	When you are not using your Intuos tool(s), remove them from the tablet surface or the tablet will continue to send data, keeping the computer awake. Note: Because some metallic or other conducting objects can also cause the tablet to send data, it is best to keep the tablet surface clear of all objects when not in use.
The screen cursor is very erratic or “jumps” around when using the tablet.	On rare occasions the tablet may receive interfering radio frequencies from a computer monitor or nearby AM radio station. If you notice interference from a monitor, try moving the tablet at least six inches away from the monitor, or change the monitor refresh rate or monitor resolution.
When working in some applications, the ExpressKeys perform a different function than what is set in the Wacom Tablet control panel.	Some applications can override and control the ExpressKeys functions. See Using applications integrated for tablet control. If using application-specific settings, be sure you have updated the settings for the application you are working with.

PEN PROBLEMS

The pen does not position the screen cursor, or otherwise work properly.	If the tablet driver does not load properly, pen input will not be available. - You will be able to use the pen tip to move the screen cursor and click, but there will be no other pen functionality. - For tablet models that combine pen input and touch, basic touch movement will continue to be recognized but other actions and gestures will not. Install the driver software for the tablet.
The pen does not draw or ink with pressure sensitivity.	Some applications require that you turn on the pressure capabilities within the application or the selected tool before the pen will respond as a pressure-sensitive tool. Verify also that your application supports pressure sensitivity.
Clicking is difficult.	Try using a lighter TIP FEEL. See Adjusting tip feel and double-click .
Double-clicking is difficult.	Be sure you are quickly tapping the tablet twice in the same place on the tablet active area. Wacom recommends using the side switch to double-click. Open the Wacom Tablet 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 and use it to issue double-clicks. <u>Windows</u>: Try setting your system to launch programs with a single click.
The pen selects everything, or will not stop drawing.	Open the Wacom Tablet 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 the tablet controls and tools. The pen nib may be worn. See Replacing the pen nib.
The eraser selects everything or will not stop erasing.	Open the Wacom Tablet 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 the tablet controls and tools .
You notice a screen delay at the beginning of pen or inking strokes.	Open the Wacom Tablet control panel and go to the PEN tab and decrease the TIP DOUBLE CLICK DISTANCE. If that does not work, move the TIP DOUBLE CLICK DISTANCE slider to the OFF position in order to turn off double-click assist. Try turning off the operating system inking features.
You have to press hard with the pen when clicking, drawing, or writing.	Open the Wacom Tablet 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 a compatible Wacom pen, such as the pen that shipped with your product, or a Wacom accessory tool specified for use with Intuos. Other pens may not function properly on the tablet.

Check the control panel PEN tab and verify that a CLICK function is assigned to the tip.

TOUCH PROBLEMS

Touch does not work.

Enable touch by pressing an ExpressKey that is set to TOUCH ON/OFF. If

WIRELESS CONNECTION PROBLEMS

The computer does not have an available USB port.	Check if there is an available USB port on a USB hub. If not available, add a USB hub or USB card.
After pressing the power button on the wireless module, the LED glows steadily for 4 seconds and then turns off.	If a wireless connection is not established, the wireless module will turn off after 4 seconds. - Make sure the wireless receiver is properly connected to an active USB port on your computer or USB hub. - Move the tablet closer to the antenna and make sure there are no metal or other high-density obstructions in the line of sight between the tablet and your computer. Again press the power button to activate the connection.
After turning on the wireless module, the LED indicates good functionality but the screen cursor cannot be moved.	Be sure you have not turned off touch. See Setting the touch options. Be sure you are using the pen correctly. Review using the Pen. Switch the wireless module off, then back on. If the battery charge is low, try Charging the battery.
A wireless connection has been made, but the tablet does not seem to work correctly.	Be sure you have correctly installed the tablet driver software. See also Optimizing the wireless connection.
The tablet works when connected with the USB cable, but turns off as soon as the cable is disconnected.	Confirm the wireless module and receiver are correctly installed, and that the wireless module is turned on. Check the battery. See Battery and wireless connection status. - Open the tablet wireless compartment cover and verify that the battery is properly installed. - Check the battery appearance to ensure there is no leakage or other indication of damage. - Charge the battery overnight and try again. If the problem persists, the battery may be completely discharged or damaged and can no longer hold a charge. If so you will have to purchase a replacement battery. See Ordering parts and accessories.

- On the wireless module, check the battery status LED. Amber indicates the battery is charging. Green indicates the battery is fully charged. If the LED remains off, the battery may be defective. Replace the battery.

- When using the tablet, the screen cursor or pen strokes seem to lag or skip in some applications.

The battery charging process seems to stop whenever the computer enters sleep mode.

As required, adjust your system power or energy saver settings so that the computer does not enter sleep mode while the tablet battery is charging.

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

Use the Wacom Tablet Preference File Utility to work with preferences. Close any open applications. Click the **START** icon and select **ALL P**

You suspect the tablet preferences may be corrupted, or want to make sure that all settings are at their factory defaults.	Use the Wacom Tablet Utility to work with your preferences. Close any open applications. Open the main APPLICATIONS folder. Then open the WACOM TABLET folder and run the WACOM TABLET UTILITY. • It is a good idea to first back up your tablet preferences. In the Wacom Tablet Utility, select CURRENT USER or ALL USERS. Then click BACKUP... and follow the prompts. • Then, delete the tablet preferences as follows: <u>Single user.</u> When the utility starts, select CURRENT USER and click REMOVE. Log out, then log back in. When the tablet driver loads it will create a new preferences file with the factory defaults. <u>Multiple users.</u> When the utility starts, select ALL USERS and click REMOVE. Log out, then log back in. When the tablet driver loads it will create new preferences files with the factory defaults. You can quickly restore tablet preferences that have been backed up for the CURRENT USER or ALL USERS by clicking RESTORE... within the utility. Note: Do not manually remove the WACOM TABLET.PREFPANE file from the main LIBRARY PREFERENCE PANES folder. This file is only to be removed when uninstalling the Wacom software driver, and then only when using the Wacom Tablet Utility.
Ink does not work correctly with Intuos.	There may be a problem with the Ink preferences. Remove the damaged preference files as follows. They will be re-created when you enable handwriting recognition. 1. Open SYSTEM PREFERENCES, choose SHOW ALL and select INK. Then turn off handwriting recognition. 2. From the Go menu, choose your HOME. Open the LIBRARY and PREFERENCES folders. Remove the following preferences: • COM.APPLE.INK.FRAMEWORK.PLIST • COM.APPLE.INK.INKPAD.PLIST • COM.APPLE.INK.INKPAD.SKETCH 3. Go back to SYSTEM PREFERENCES and INK, and then enable handwriting recognition. 4. Test the Ink function using your Wacom tablet and pen. If this procedure does not resolve your problem with Ink, contact Apple Support for further assistance. Wacom is not the software manufacturer for Ink and we are limited in our abilities to support a third-party software application.

APPENDIX

This section contains instructions for uninstalling the tablet software, and using other applications and capabilities with your Intuos.

[Uninstalling Intuos](#)

[Using applications integrated for tablet control](#)

[Pen and digital ink capabilities in Windows](#)

[Product information](#)

[Ordering parts and accessories](#)

[Warranty Service](#)

GLOSSARY

Active area. The navigation and drawing area of the tablet where touch or your Intuos tools are detected. See [touch sensor](#).

Application-specific settings. Intuos tool and tablet settings that have been customized for individual applications. The Wacom Tablet control panel enables you to customize your tablet to behave uniquely in different applications. Application-specific settings are in effect whenever you use the application. See [Creating an application-specific setting](#)

Aspect. The ratio between the vertical and horizontal dimension of the tablet or display.

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

Digital Ink. A broad category that typically describes handwritten content which has been created using pen-based input on a computer. This handwritten content takes the form of sketches, ink mark-up, or handwriting. The handwriting can optionally be converted to typewritten text or simply left alone for use in its original format. Depending on your system and applications settings, the handwritten text you make with digital ink can be converted on-the-fly or at another time.

Display Toggle. An Intuos feature that allows you to work with your tablet on all displays or on one display at a time. Available only on multiple monitor systems. See [working with Display Toggle](#)

Pen input. A method of controlling a computer using the pen on your Intuos tablet.

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

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

About the manual	5
Accessories and parts	
ordering	68
Active area, understanding	11
Airbrush	
replacing the tip	64
Applications, using integrated	66
Application-specific settings	
changing	37
creating	36
removing	37
Button functions	28
Care and maintenance	63
Control panel	
basics	12
features	23
Controls, testing	52
Customizing	22
double-click	24
Radial Menu	33
tablet to screen mapping	25
tip feel	24
Diagnostics	52
Display Toggle, working with	34
Double-click, customizing	24
Driver downloads, obtaining	63
Express View display	21
ExpressKey defaults	17
ExpressKeys	
testing	53
using	16

Side switch, using	16	Radial Menu	33
Software		touch	18
driver downloads	63	Windows-specific problems, troubleshooting	59
uninstalling	65	Wireless operation	39
System requirements	6	battery	
Tablet		charging	43
area, portion of	27	life	46
ExpressKeys		management	43
testing	53	replacement	47
using	16	components	39
preferences, managing	38	connection problems	58
testing	50	establishing a connection	41
Tablet to screen mapping, customizing	25	optimizing the connection	42
Technical Support, contacting	62	power management	43
Testing		power saving	45
controls	52	setup	40
ExpressKeys	53	status	
pen	53	battery	44
tablets	50	connection	44
tools	52	testing the wireless connection	48
Tip feel		wireless module, removal from tablet	43
customizing	24		
Tools			
testing	52		
Touch			
adjusting touch speed	20		
basic actions	19		
gestures	19		
navigating with	19		
options	19		
setting navigation features	20		
speed, adjusting	20		
the experience	18		
Touch problems, troubleshooting	57		
Troubleshooting			
general problems	54		
Mac-specific problems	60		
pen problems	55		
tables	54		
testing controls	52		
testing tools	52		
touch problems	57		
Windows-specific problems	59		
wireless connection problems	58		
Uninstalling software	65		
Using			
applications integrated for tablet control	66		
ExpressKeys	16		
pen	13		