Wacom troubleshooting

This document is intended for Alias Sketch, SketchBook, or Alias Studio users of either the Wacom Cintiq or Intuos tablet devices, who have experienced any of the following issues:

- Cursor offset (Cintiq)
- Cursor acceleration (dual monitor setups)
- Erratic pen input

Besides this document, you may want to read these articles at visit the following links:

- http://www.wacom.com/faqs/view.php?id=289
- http://www.wacom.com/faqs/view.php?id=115

Part 1

This section must be completed by all users experiencing the aforementioned issues. If you are only experiencing tracking problems, you will not need to continue beyond this section.

1. Uninstall the current Wacom Driver from your system.

   For Windows XP users

   a. Select **Start > Settings > Control Panel > Add or Remove Programs**.
   b. From the **Add or Remove Programs** window, scroll down and select **Wacom**.
   c. Following the prompts to remove the program.

   For Windows Vista users

   a. Select **Start > Settings > Control Panel > Add or Remove Programs**.
   b. From the **Add or Remove Programs** window, scroll down and select **Wacom**.
   c. Following the prompts to remove the program.

   For Windows 7 users

   a. Select **Start > Settings > Control Panel > Add or Remove Programs**.
   b. From the **Add or Remove Programs** window, scroll down and select **Wacom**.
   c. Following the prompts to remove the program.

   For Mac users
   a. Select **MacIntosh HD** [your harddrive] **> Applications > Wacom Tablet > Remove Wacom Tablet**.
   b. Following the prompts to remove the program.

2. Remove all drivers and `tablet.DAT` and `wacom.DAT` files (*this applies only to Windows users*).

For Windows XP users

    a. Select:

```
C:\Documents and Settings\Current User\Application Data\WTablet
```

    b. Press **Delete** to remove all files and drivers.

For Windows Vista users

    a. Select:

```
C:\Users\Current User\AppData\Roaming\WTablet
```

    b. Press **Delete** to remove all files and drivers.

For Windows 7 users

    a. Select:

```
C:\Users\Current User\AppData\Roaming\WTablet
```

    b. Press **Delete** to remove all files and drivers.

3. Ensure the device is plugged in properly.
- **Intuos** – ensure the USB cable is connected to the system.
- **Cintiq tablet** – ensure it has power, video, and that the USB cable is connected to the system.

4. Reboot your system.
5. Go to http://www.wacom.com/downloads/drivers.php to download any of the following drivers for your device:

- 6.1.2-5
- 6.1.4-3
- 6.1.5-3

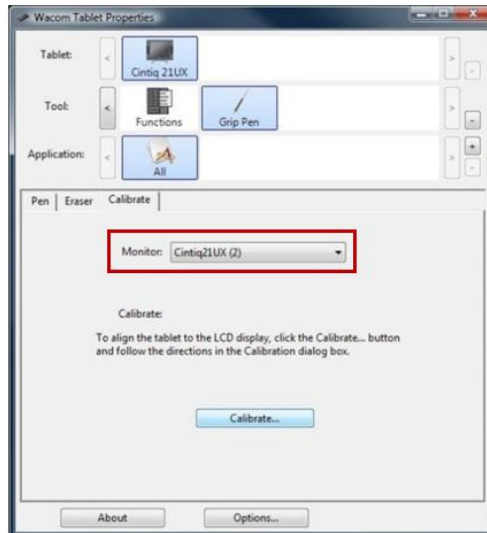Follow the installation instructions and reboot your system after completion.

At this point, the Wacom device should be tracking. If not, consult the Wacom Product Support Online at http://www.wacom.com/productsupport/.
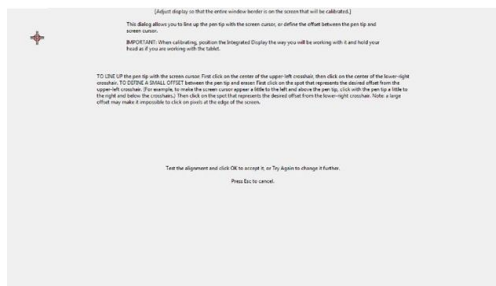
Part 2 - Cintiq calibration

This section is only applies to Cintiq users. Before starting this section, you must complete steps 1 to 5 in Part 1.

You should now have all the drivers installed, the device hooked up to your system, and your stylus working. However, your Wacom Cintiq needs to be calibrated.

For Windows users

1. Select **Start > Settings > Control Panel > Wacom Tablet Properties**. The **Wacom Tablet Properties** window appears.

2. Click the **Calibrate** tab.

3. From the **Monitor** pull down menu, select **Cintiq.**

4. Press the **Calibrate** button.

4. Click the center of the cross hair with your stylus. Another cross hair appears in the lower right corner after clicking the first.

5. Click the center of the cross hair.

6 Click **OK** if satisfied with the results.

For Mac users

1. Select **> System Preferences**.

2. Select **Calibration**.

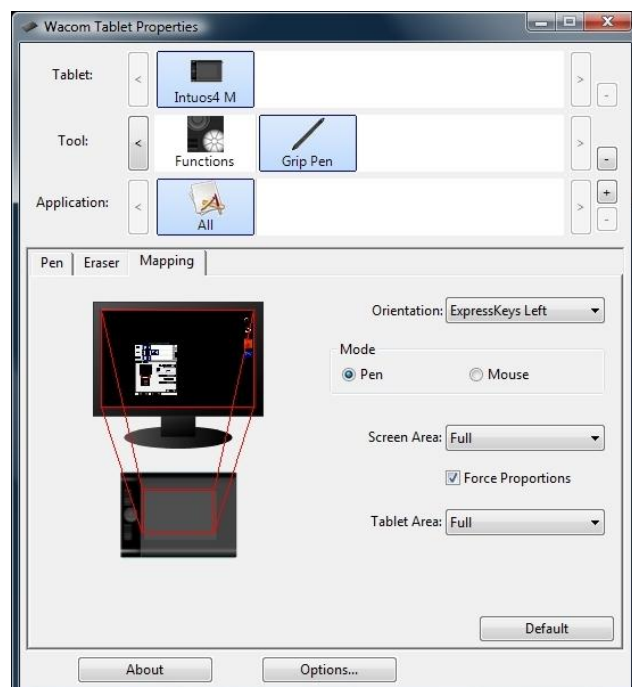3. From the **Monitor** pull down menu, select **Cintiq.**

4. Click the center of the cross hair with your stylus. Another cross hair appears in the lower right corner after clicking the first.

5. Click the center of the cross hair.

6. Click **OK** if satisfied with the results and close the Wacom Tablet window.

If for any reason the tip of the stylus does not line up, consult Wacom Product Support Online at http://www.wacom.com/productsupport/.

Part 2 – Intuos and Bamboo tablet setup

This section is only applies to Intuos and Bamboo tablet users. Before starting this section, you must complete steps 1 to 5 in Part 1.

Now that the tablet is connected and tracking properly, you need to set the mapping options.

1. Select **Start > Settings > Control Panel > Wacom Tablet Properties**. The Wacom Tablet Properties window appears.

2. Select the **Mapping** tab.

3. Set the following options:
    *   Orientation   **ExpressKeys Left**
    *   Mode   **Pen**
    *   Screen Area   **Full**
    *   Force Proportions **check**
    *   Tablet Area   **Full**

NOTE The most important option to have set is **Force Proportion**. This ensures you are drawing proportionally. For example, with **Force Proportion** NOT enabled, when you try to draw a circle, it could appear as an ellipse.

If for any reason the stylus does not track properly, consult Wacom Product Support Online at http://www.wacom.com/productsupport/.