

**WACOM**

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*Pen* Partner™

*USER'S MANUAL  
FOR WINDOWS™*



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# RADIO AND TELEVISION INTERFERENCE

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

## FCC NOTICE

This equipment has been tested and found to comply with the limits for a Class B digital device in accordance with the specifications in Part 15 of FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

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

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

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

If necessary, consult your authorized WACOM dealer or an experienced radio/television technician for additional suggestions.

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

This product was tested for FCC compliance under conditions that included the use of shielded cables and connectors between system components. It is important that you use shielded cables and connectors to reduce the possibility of causing interference to radios, television sets, and other electronic devices.



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## CE DECLARATION

The PenPartner™ digitizing tablet, model CT-0405-R, has been tested by the TÜV Rheinland in Japan (an accredited EMC laboratory) and found to comply to the following harmonized European Norms:

- EN 50 082-1 (electromagnetic immunity)
- EN 55-022 Class B (electromagnetic emissions).

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

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

## BZT NOTICE

The PenPartner™ digitizing tablet, model CT-0405-R, has been tested for radio emission characteristics and found to comply to the regulations of BMPT official gazette decree 243/1991. However, you must pay attention to the instructions in this manual and use the devices only in the prescribed way. The Bundesamt für Zulassungen in der Telekommunikation (BZT) has received notice of issuing of this equipment and has been granted authorization for inspection of the series. WACOM Co., Ltd, Japan.



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# NAVIGATING THE MANUAL

Use the navigation controls to move through the manual:



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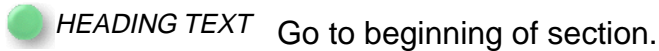
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Go to Navigating the Manual.



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Topic section continued.

The Acrobat Reader provides you with additional tools for using and printing the manual. Refer to the *Acrobat Reader Online Guide* for more information.



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## ABOUT THE MANUAL

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

- The [Table of Contents](#) enables you to go directly to a topic by clicking on it.
- [Installation](#) shows you how to install the hardware and software.
- [Using PenPartner](#) is the learning chapter. If you are not familiar with a pen, this chapter gives you the basics, including an overview of PenPartner's many capabilities. There is also information on how to care for your pen and tablet.
- [Customizing PenPartner](#) describes how you can change the UltraPen settings for the way you like to work.
- [Having Trouble?](#) Want to test your tablet? Need troubleshooting guidelines? Do you have a question for Technical Support? You will find the answers to most common questions here.
- The [Appendices](#) include product specifications, license and warranty information, and a listing of replacement parts and accessories.

If you are new to electronic documentation, be sure to read [Navigating the manual](#).

You can copy this manual to your hard drive by dragging the PENGUIDE.PDF icon to your desktop or to a new folder.



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Certain kinds of information are *not* included in this manual.

- Information about your specific computer hardware.
- Information about your operating system.
- Information about application software. To use the pressure-sensitive UltraPen with your favorite drawing application, refer to instructions in that application's manuals. You can find a listing of pressure-sensitive and eraser-aware applications on the WACOM Internet home page at: <http://www.wacom.com/productinfo>.
- Information about other WACOM tablets.

Your best source of information for these is the set of manuals and disks that came with your hardware, operating system, applications, or other WACOM tablets.



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# INSTALLATION

PenPartner is compatible with all Windows applications that support a mouse. If you have not already done so, now is a good time to inventory the PenPartner box contents.

Before using PenPartner, you must first turn off your computer and then connect the tablet hardware to it. You can install PenPartner even if you already have a mouse or trackball; the tablet can be used alone or with your other pointing devices.

After the hardware is connected, you need to install the software drivers. Your new tablet is compatible with Windows 3.1, 95, and NT 3.51 or later.

After you install the hardware and software, you can use the pen to move the screen cursor.

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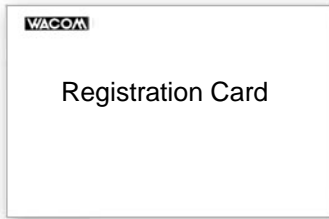
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# PENPARTNER BOX CONTENTS

You should find the following items in your PenPartner box:



PS/2-AT Adaptor



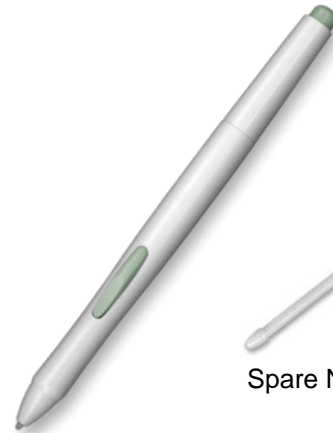
Registration Card



CD-ROM



Tablet (CT-0405-R)



UltraPen (UP-703E)



Spare Nib



Pen Stand

Illustrations not to scale.



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## THINGS TO KNOW BEFORE INSTALLATION

- To install your WACOM tablet, first connect the hardware and *then* install the software.
- If your computer does not have an available serial port, you will need to remove an existing serial device or add an additional serial port.
- Some computers have a built-in modem, and the external serial port may be disabled or configured in a way that could conflict with the modem. See [Avoiding serial port conflicts](#) for more information on serial port configuration.
- If you are using a DOS shell under Windows 95 or NT, PenPartner will automatically function in the DOS shell after you install the drivers for Windows 95 or NT. PenPartner will not function in a DOS shell under Windows 3.1.



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# HARDWARE CONNECTION

**Important:** Always turn the computer off before you connect or disconnect your tablet. Failure to do this can cause a power surge and damage the computer.

## 1. Connect the power cable

AT keyboard port

**Or...**

PS/2 port



**For AT keyboard  
(5-pin DIN):**

Disconnect keyboard.

Plug AT-to-PS/2 adaptor  
into that port.

Plug PS/2 tablet  
connector into adaptor.

Plug keyboard into tablet  
connector.



To AT keyboard



**For PS/2 mouse or  
keyboard  
(6-pin mini-DIN):**

Disconnect mouse or  
keyboard.

Plug PS/2 tablet  
connector into that port.



Attach AT-to-PS/2 adaptor.

Plug mouse or keyboard  
(whichever one you  
removed) into adaptor.

To PS/2 mouse  
or keyboard

## 2. Connect the serial cable

**And...**

9-pin serial port



**Connect the  
serial cable:**

Plug 9-pin serial  
connector into the  
computer serial port.

**Note:** If the computer  
has a 25-pin serial port,  
a 9- to 25-pin adaptor  
can be purchased from  
your computer dealer.



To tablet

If you had any trouble, go to [Having Trouble?](#) Otherwise, move on to [Software installation.](#)



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# SOFTWARE INSTALLATION

The PenPartner CD-ROM contains a Readme file with late-breaking news about PenPartner, this User's Manual, and software drivers that enable your computer and tablet to communicate.

1. Make sure the tablet's power cable and serial cable are connected, then turn on your computer. The LED on your tablet should light to indicate the tablet is powered up.
2. After Windows has started, insert the PenPartner CD-ROM into your computer.  
*For Windows 95, if you see the New Hardware Found dialog box, select **Driver from disk provided by hardware manufacturer** and press **Enter**. Type the CD-ROM drive name, for example **d:\**. Then press **Enter** and follow the screen prompts.*
3. If the Plug and Play dialog does not appear for Windows 95 or Windows NT 4.0, click on the **Start** button and then click **Run...**

*Or...*

For Windows NT 3.51 or Windows 3.1, from the Program Manager select **File** and **Run...**

**Important:** If you replaced your mouse with the tablet:

**For Windows 95 or NT 4.0**, press **Ctrl-Esc** to open the Start menu. Use the arrow keys to select **Run...**, and then press **Enter**.

**For Windows 3.1 or NT 3.51**, press **Alt-F** to open the File menu. Select **Run...**, and press **Enter**.

4. In the dialog box, type **d:\setup**. If your CD-ROM has a different drive letter, type that letter instead of **d:**. Click **OK** and follow the prompts.



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5. When finished, close all open applications and restart your computer. After restarting Windows you will be able to use the pen to move the screen cursor.

**Important:** When starting Windows 95 in safe mode, the driver software for PenPartner will not load and the tablet will not function.

If you had any trouble with this installation, go to [Having Trouble?](#)

## MAIL IN REGISTRATION

Please complete and mail in the WACOM Registration Card that came with your tablet.



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# USING PENPARTNER

The quickest way to learn about PenPartner is to become familiar with its appearance and features. As you explore, you will find the UltraPen easy to use for drawing and erasing, or as a mouse substitute. PenPartner can be used in all applications that support a mouse.

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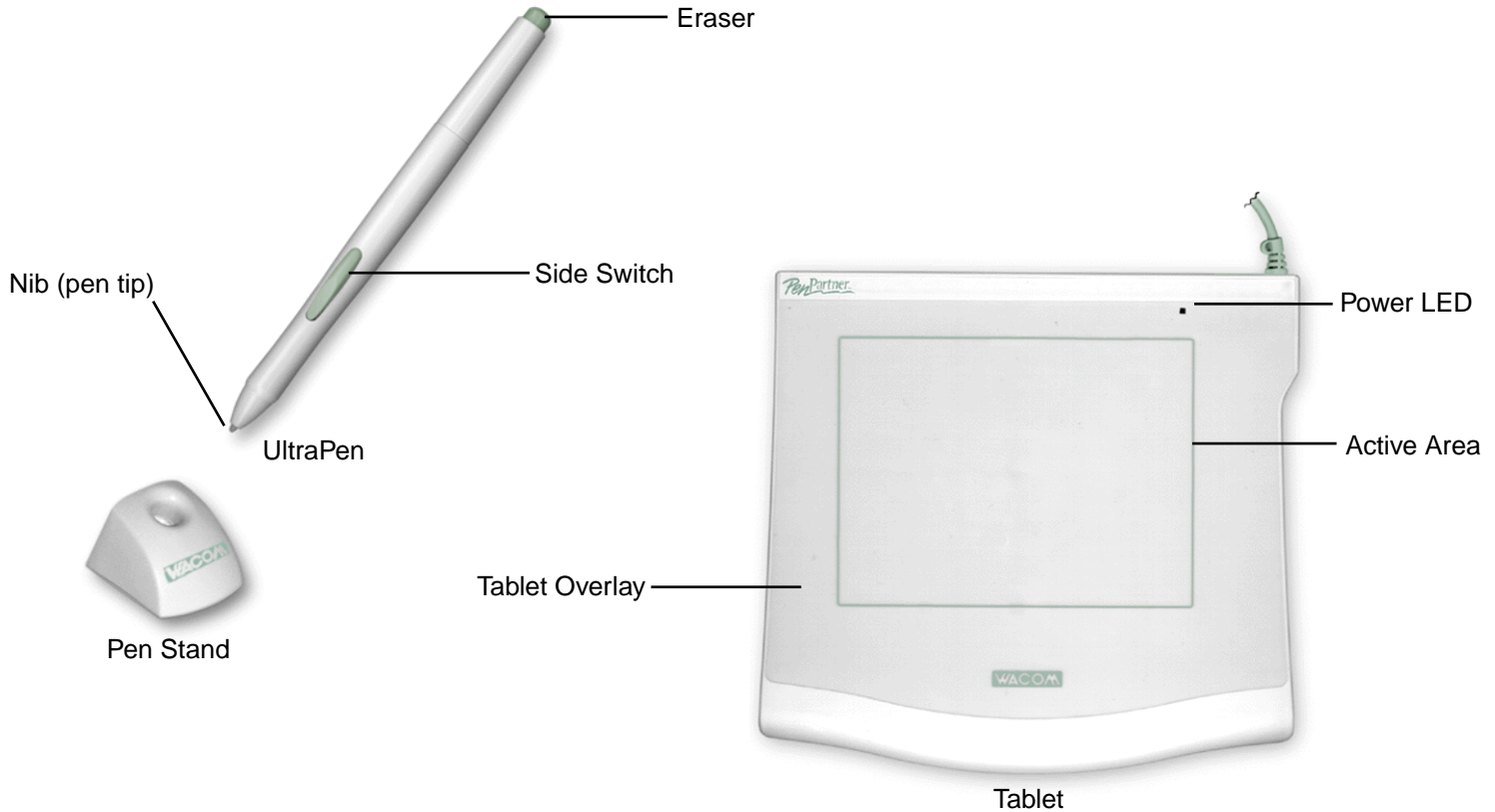
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# APPEARANCE AND FEATURES

The PenPartner tablet and UltraPen include a variety of features.

## PENPARTNER



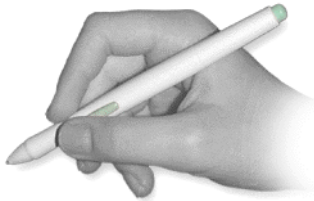
## USING THE ULTRAPEN

Think of the tablet's active area as a mapped representation of your computer screen. Wherever you place the UltraPen on the tablet's active area, the screen cursor will jump to the corresponding point on the screen. For example, when you position your pen tip in the upper right corner of the tablet, the cursor appears in the upper right corner of your screen. This is called "absolute positioning," and makes tracing possible—something you cannot do with a mouse. You can place an image under the tablet overlay and trace over it with the pen to quickly and easily create graphics on-line.

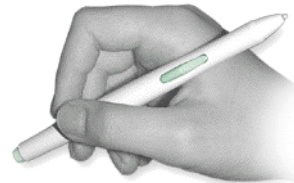
There are four basic techniques for using the UltraPen: pointing, clicking, double-clicking, and dragging. With a bit of practice, using the pen will become second nature to you.

### HOLDING THE PEN

Hold the UltraPen like you would a pencil. Make sure the side switch is in a convenient location where you can press it with your thumb or forefinger, but not accidentally press it while drawing. You can tilt the pen in any way that feels most comfortable for drawing.



Position for drawing



Position for erasing

When the pen is not in use, place it in the pen stand. Leaving the pen on the tablet may affect the screen cursor when you are working with a mouse.



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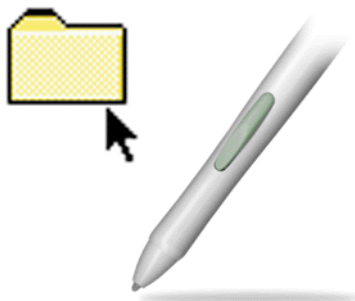
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## POINTING

The UltraPen controls a pointer (or cursor) on your screen. Screen cursors have different shapes, such as an arrow or I-beam, depending on the type of application you are running.

Move the screen cursor by lifting the UltraPen and placing it at a new location on the tablet. The cursor instantly jumps to the new location ([absolute positioning](#)). This is better than positioning with a mouse where you must first find the cursor and then try to move it with a “pick-up and roll” action ([relative positioning](#)).



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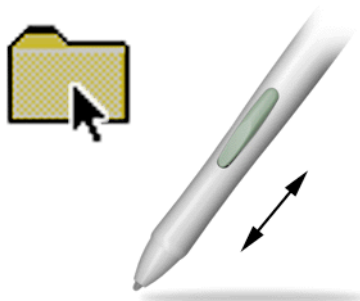
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## CLICKING

**Clicking.** To click, tap the tablet once with the tip of the UltraPen, or touch the pen to the tablet with enough pressure to simulate pressing a mouse button.

**Double-clicking.** To double-click, quickly tap the tablet twice in the same place with the pen tip. This is like clicking twice with a mouse button. Be sure to hold the UltraPen so that you press downward on the pen tip.



**Hint:** You may find it easier to set the side switch to double-click automatically when pressed.

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



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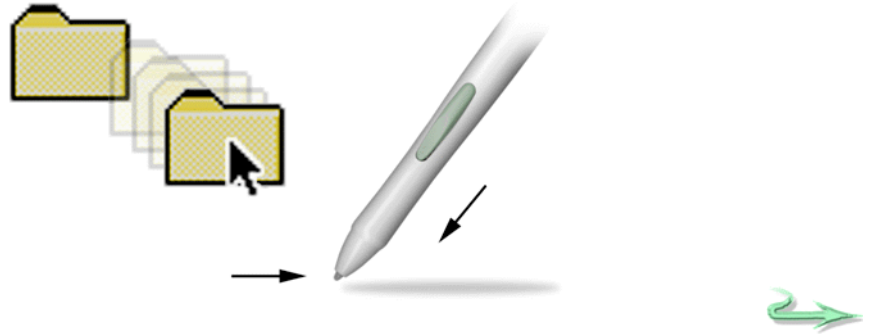
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## DRAGGING

Dragging means moving a selected (highlighted) object on the screen. Point to the object, then press the UltraPen to the tablet and drag the pen along the tablet's active area. The selected object will move across the screen. To select text with this method, move the screen cursor to the beginning of some text then press and drag the UltraPen across the tablet until the text is highlighted.



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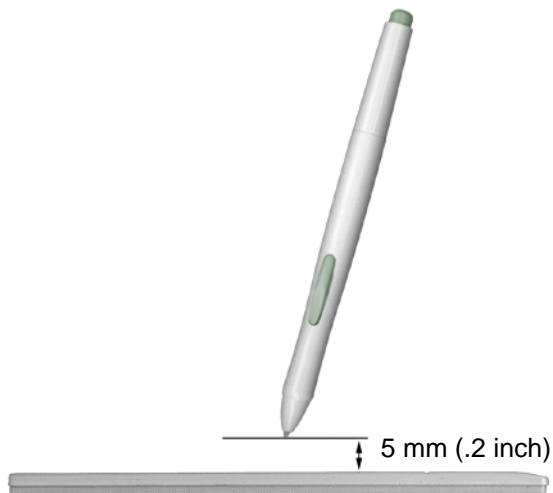
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## PROXIMITY

The tablet can recognize the UltraPen's position whenever it is within proximity, 5 mm (.2 inch), above the tablet's active area. This is why you can place a drawing under the tablet's overlay and trace over it with the pen. Also, you do not have to touch the pen tip to the tablet in order to position the screen cursor or use the side switch.



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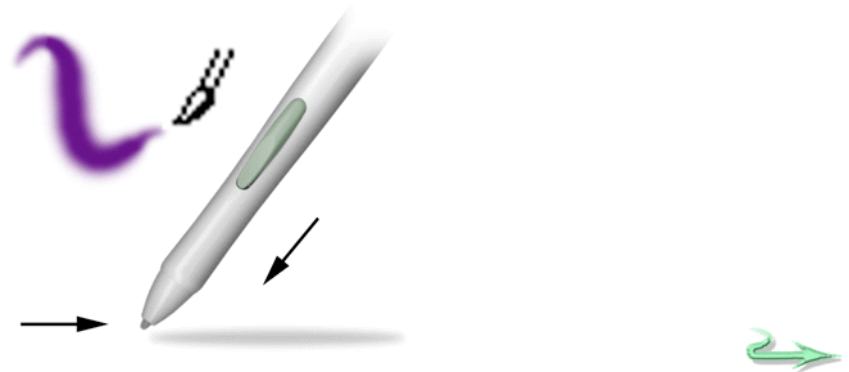
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## DRAWING WITH PRESSURE

The UltraPen responds to the nuance and inflection of your hand movements, enabling you to create natural-looking pen and brush strokes. Many graphics applications have drawing tools that respond to the pressure you place on the UltraPen. For example, in some drawing programs sliders are used to vary brush characteristics (width, color, jitter, opacity, and graininess). These characteristics can be controlled by the UltraPen's pressure sensitivity. You can vary line width, blend colors, and change opacity with the pressure you exert upon the pen.

To draw with pressure sensitivity, select a pressure-sensitive tool from your application's tool palette. Then draw along the surface of the tablet while applying various amounts of pressure downward on the tip of the UltraPen. Press hard for thick lines or dense color. Press gently for thin lines or softer color. To adjust the tip feel, see [Adjusting tip feel](#).

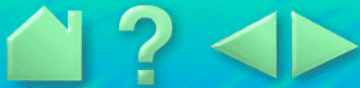
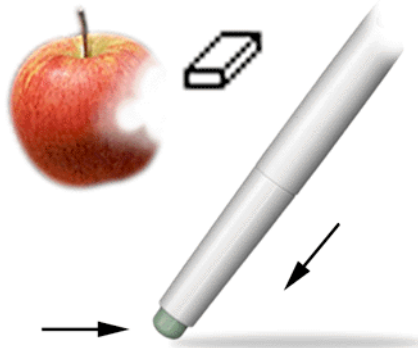


## ERASING WITH EASE

The eraser on the UltraPen works like the eraser on a pencil. In graphics applications that support the UltraPen's eraser, you can erase intuitively and naturally—without manually selecting another tool. The eraser-aware application will automatically switch to the eraser tool.

PenPartner will also erase in some non-graphics applications; though not pressure-sensitive you can use the eraser to select and delete text. Press to select, then at the end of the selection, lift the eraser from the tablet to delete the selection. This is called context-aware.

Try this by opening Windows Notepad and typing a few words. Then, use the eraser to select some text. When you lift the eraser, the selected text is erased.



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## CARING FOR PENPARTNER

Regular cleaning with a soft, damp cloth will help prolong the life of your tablet surface and pen tip. You can also use a very mild soap (such as dishwashing liquid) diluted with water. Do *not* use volatile liquids, such as paint thinner or benzene, because they may damage the plastic case.

Keep the tablet in a clean, dry place and avoid extremes in temperature. Room temperature is best. Also, resist the temptation to look inside your tablet or UltraPen—never take them apart, as this will void your warranty. You may also break your pen by doing this.

## REPLACING THE PEN TIP

The pen tip will wear with normal use. When the nib gets too short, you can replace it with the extra nib that came with your tablet.

1. Clasp the old nib with a tweezer, needle-nosed plier, or similar instrument and pull it straight out of the pen.
2. Slide the long, narrow end of the new nib straight into the barrel of the pen. Firmly push the nib until it stops; the new nib will slide into the correct position.



# CUSTOMIZING PENPARTNER

After you master the basics of using the tablet, you may want to customize the way your UltraPen works. Use the control panel to adjust the tip feel, simulate mouse buttons, or to change a variety of other settings.

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[CUSTOMIZING THE PEN](#)

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## OPENING THE CONTROL PANEL

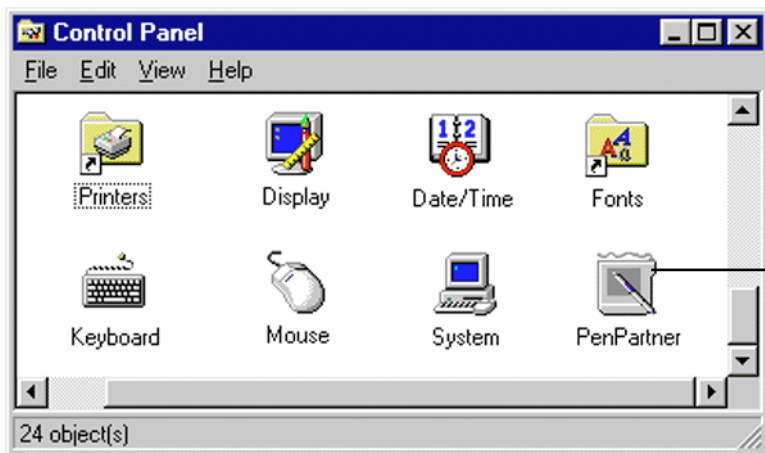
You customize your pen and tablet from the PenPartner control panel.

1. **For Windows 95 and NT 4.0:** Open the Control Panel window by clicking on the Windows **Start** button. Then, select **Settings** and **Control Panel**.

*Or...*

**For Windows 3.1 or NT 3.51:** From the Program Manager's Main window, double-click on the **Control Panel** icon.

2. Double-click on the **PenPartner** icon.



Double-click here to open the PenPartner control panel.



# CUSTOMIZING THE PEN

PenPartner's control panel allows you to customize your pen and tablet.

The screenshot shows the PenPartner control panel window. It features a title bar with the name 'PenPartner' and a close button. The main area contains several settings: a 'Help...' button, a 'V2.50' version indicator, an 'Eraser Feel' slider (Soft to Firm), a 'Right Click' dropdown menu, a 'Tip Feel' slider (Soft to Firm), a 'Default' button, a 'Close' button, a 'Driver ON' checkbox (checked), a 'Double Click Distance' slider (Small to Big), and a 'Tablet Mode' section with 'Pen Mode' (selected) and 'Mouse Mode' options. A green arrow points from the 'Pen Mode' icon to the 'absolute positioning' text.

Displays on-line help.

Customizes amount of pressure needed to erase with the UltraPen.

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

Adjusts size of the double-click area.

Software driver version.

Returns control panel settings to factory defaults.

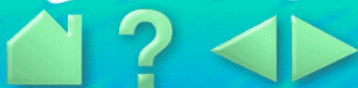
Closes control panel.

Selects side switch function.

Turns tablet driver on or off (on when checked).

Moves cursor to correspond with position of UltraPen on the tablet ([absolute positioning](#)).

Moves cursor like a mouse ([relative positioning](#)).



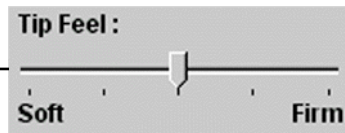
## ADJUSTING TIP FEEL

The Tip Feel slider adjusts the sensitivity of the UltraPen tip. With one easy adjustment, you can set the UltraPen for the tip feeling you prefer when clicking or drawing pressure-sensitive lines.

To set the amount of pressure needed to click or draw:

In the PenPartner control panel, drag the **Tip Feel** slider to one of the five settings from **Soft** to **Firm**. Your changes take effect immediately.

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



**Hint:** Use a soft Tip Feel for a wider range of pressure values with most pressure-sensitive applications.

**Hint:** In some applications, a soft pressure sensitivity setting can make the UltraPen overreact—any small press on the pen is magnified on the screen. If you experience this, try a firmer Tip Feel setting.



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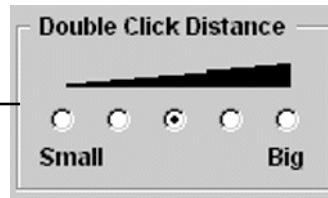
## MAKE DOUBLE-CLICKING EASIER

Double-clicking with a pen is somewhat different than with a mouse. Quickly click twice on the same screen pixel. To make double-clicking easier: expand the tap area that accepts a double-click (the double-click distance), or set the pen's side switch to automatically double-click when pressed.

To make double-clicking easier, try one (or more) of the following:

- In the PenPartner control panel, change the tap area by selecting a **Double Click Distance** button from **Small** to **Big**. Your changes take effect immediately.

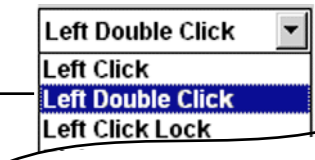
Adjusts the size of double-click area.



**Double-Click Hint:** You can adjust the double-click speed from the mouse control panel to make double-clicking easier.

- Set the side switch to double-click automatically by selecting **Left Double Click** from the switch function pull-down menu. Now when you bring the pen tip in proximity without touching the tablet and press the side switch, a double-click occurs where you position the cursor.

Left Double Click sets the side switch to double-click automatically.



**Microsoft Word Hint:** Assigning the side switch to Left Double Click is very helpful for selecting text.



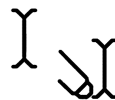
## ADJUSTING ERASER FEEL

The UltraPen's eraser is pressure sensitive, enabling you to erase naturally and expressively.

**Eraser Aware.** Applications that support the UltraPen's eraser are called eraser-aware. They take advantage of the pen's eraser in different ways, depending on what makes sense for the application.

**Context Aware.** In some non-eraser aware applications, PenPartner can sense if the screen cursor is over an object that can be erased. If your application is supported, the cursor changes shape when you use the eraser. If not supported, you can still use the eraser as a pointer. When using the eraser to select text or objects in a supported application, and you lift the eraser off the tablet, the UltraPen deletes whatever is selected.

If the screen cursor changes shape the eraser is active:



To set the amount of pressure needed to erase:

In the PenPartner control panel, drag the **Eraser Feel** slider to one of the five settings from **Soft** to **Firm**. Your changes take effect immediately.



Customizes amount of pressure needed to erase with the UltraPen.



## CHOOSING PEN OR MOUSE LIKE MOVEMENT

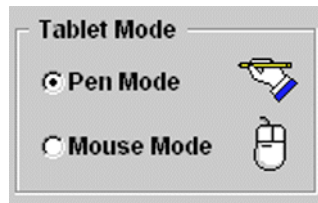
You can choose how the screen cursor reacts to the motion of your UltraPen on the tablet:

**Pen Mode.** When you select Pen Mode, the tablet acts as a mapped representation of your computer screen. Wherever you place the UltraPen on the tablet, the cursor jumps to the same corresponding point on the screen. This is called “[absolute positioning](#).”

**Mouse Mode.** When you select Mouse Mode, the UltraPen positions and moves the screen cursor the same way a mouse does—which is not accurate for tracing. This is called “relative positioning.”

To choose between Pen or Mouse Mode:

In the PenPartner control panel, click on the **Pen Mode** or **Mouse Mode** button. Your changes take effect immediately.



Moves cursor to correspond with position of UltraPen on the tablet (absolute positioning.)

Moves cursor like a mouse (relative positioning).



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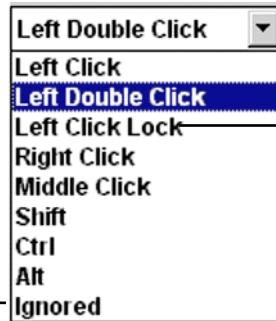


## SIMULATING MOUSE BUTTONS

You can set the side switch on the UltraPen to simulate mouse button functions.

To simulate mouse buttons:

1. In the PenPartner control panel, open the side switch function pull-down menu.
2. Select either **Left Click**, **Left Double Click**, **Left Click Lock**, **Right Click**, or **Middle Click** from the menu. Your changes take effect immediately.



Disables the side switch.

With Left Click Lock selected, pressing the side switch has the same effect as holding down the left mouse button; pressing the switch again simulates releasing it.

**Windows 95 Hint:** Use Right Click to bring up application-specific or icon-specific menus.

Now, when you bring the UltraPen tip in proximity without touching the tablet and press the side switch, the selected mouse button function occurs.



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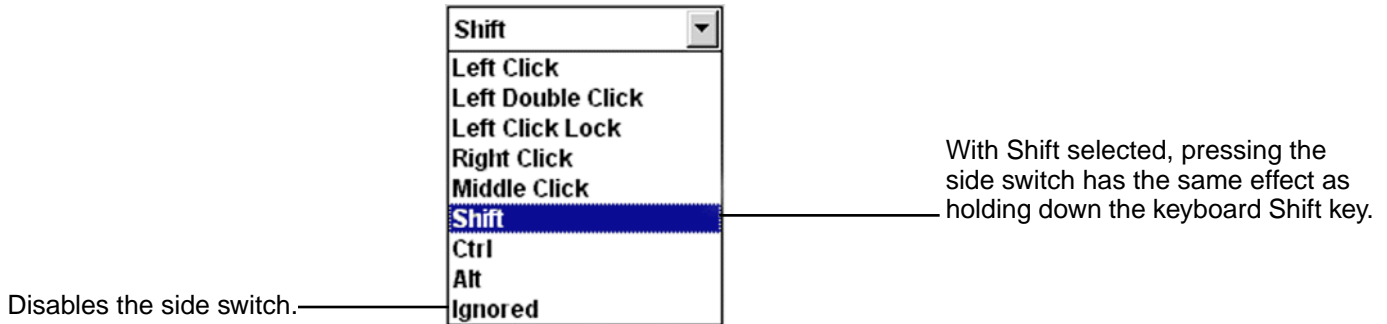
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## SIMULATING KEYBOARD KEYS

Many applications use modifier keys to constrain sizing or the placement of objects. You can set the side switch on the UltraPen to simulate holding down the Shift, Ctrl, or Alt modifier keys.

To simulate keyboard modifier keys:

1. In the PenPartner control panel, open the side switch function pull-down menu.
2. Select either **Shift**, **Ctrl**, or **Alt** from the menu. Your changes take effect immediately.



Now when you bring the pen tip in proximity without touching the tablet and press the side switch, the modifier function occurs until you release the switch.



## RETURNING TO DEFAULT SETTINGS

You can return to the tablet default settings at any time.

In the PenPartner control panel, click on the **Default** button. Your changes take effect immediately.



— Returns control panel settings to factory defaults.

Your tablet and UltraPen are now set to their original default conditions.



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# HAVING TROUBLE?

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

1. Test the hardware and the software driver.
2. Look in the troubleshooting chart. Your problem may be described there and you can try the solution offered.
3. If you are having a compatibility conflict between PenPartner and a new hardware or software product, it may be helpful to download a new WACOM tablet software driver. WACOM periodically updates the software driver to maintain compatibility with new products.
4. If you have tried the suggestions in this manual and still cannot resolve the problem, then contact WACOM for technical support.

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[AVOIDING SERIAL PORT CONFLICTS](#)

[TROUBLESHOOTING](#)

[CONNECTING WITH WACOM ONLINE](#)

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## TESTING THE TABLET

The PenPartner CD-ROM has a test program (WTEST) that checks for proper communication between your computer and the tablet. It also tests the UltraPen for proper function. Run this test before calling WACOM Technical Support; they will want to know the results of the test.

The test program determines the communication port number, Interrupt Request (IRQ) line number, memory address, and baud rate. It saves this information to the WACOM.INI file in the directory where the WTEST program is located and in your Windows subdirectory. The WACOM driver for Windows looks at the WACOM.INI file for the location of the WACOM tablet. If the tablet is not found, try locating it first with this test program and then start Windows to load the WACOM driver again.

## RUNNING WTEST

To run the WTEST program:

1. Exit Windows and restart your computer in DOS real mode.
  - In Windows 95, click on the **Start** button and select **Shut Down....** Then select **Restart the computer in MS-DOS mode?** and press **Enter**.
  - In Windows NT, shut down NT. At the boot screen select **MS-DOS**. If the MS-DOS option is not available, reboot the computer using a DOS boot floppy.
  - In Windows 3.1, exit Windows.
2. Go to the WACOM subdirectory where the WACOM test program is installed. For example, type **cd\wacom**.



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3. Type **wtest**. If the program successfully finds the tablet, you will see the message “WACOM plug-n-play tablet found!” You will also see the current communication settings and be prompted to position the UltraPen on the tablet.

If the message “Tablet was not found!” displays, then your tablet may not be connected to an active Com port or the Com port may have a non-standard memory address or IRQ line setting. Check the following:

- Verify that the tablet power light is on.
  - Verify that your serial communications port is working. Refer to [Avoiding serial port conflicts](#). See also your computer hardware documentation for proper configuration settings.
  - Turn off your computer and make sure the tablet cabling is securely connected to the computer.
4. Touch the UltraPen to the tablet. The following will be displayed: the type of input device, the x- and y-coordinate locations, switch number, and the pressure value. Test the pen by pressing the tip to the tablet; the switch state should change to 1 and the LED on the tablet will turn green. The pressure value should change from approximately -127 with no pressure applied to approximately +127 when full pressure is applied.

Repeat this step with the pen’s eraser. Notice that the LED turns green when the eraser is brought into proximity.

5. Press the side switch without pressing the tip to the tablet. The switch number should change to 2 and the LED on the tablet will turn green.
6. Press any key to exit the test program.



## AVOIDING SERIAL PORT CONFLICTS

If PenPartner is not communicating properly with your computer, there may be a serial port conflict. In this case, check your serial port configuration; you should never have the WACOM tablet and another device share the same IRQ line. This can cause unpredictable results.

Each serial device attached to your computer needs its own unique communication port (Com port) address and Interrupt Request (IRQ) line. If two serial devices end up sharing Com port addresses and/or IRQs, it will result in the devices not being detected, or may cause the system to “hang.”

- Most computers come with two external serial ports (Com 1 and Com 2). If you have an external serial port connector assigned to Com 2 and your internal modem is also using Com 2, you will have a Com port conflict.
- If you have a modem on Com 3 with an IRQ of 4 and a tablet on Com 1 with an IRQ of 4, you will have an IRQ conflict.

We do not recommend using Com 4, if possible. Video cards with the “S3” chipset use the same memory address as Com 4 and may cause conflict.



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## USING NON-STANDARD IRQs

To use a tablet, mouse, and modem together, configure the tablet on Com 3 with a non-standard IRQ line. Then run WTEST to locate the tablet. The test program will search Com ports 1-4 and IRQ lines 3-5, 7, 10-12, and 15. These are the only Com ports and IRQ lines supported by the WACOM driver. The following table lists standard IRQ settings for most computers.

<b>IRQ</b>	<b>Status</b>	<b>Standard Device Assignments</b>
0	Used	Timer
1	Used	Keyboard
2	Used	Cascade Input
3	Free	Com 2 & Com 4
4	Free	Com 1 & Com 3
5	Free	LPT2
6	Used	Floppy Disk
7	Free	LPT1
8	Used	Clock
9	Used	Redirected IRQ2
10	Free	(reserved)
11	Free	(reserved)
12	Used	PS/2 Mouse
13	Used	Co-Processor
14	Used	Hard Disk
15	Free	(reserved)

The IRQs marked “Free” are usually available for devices to use freely, but this does not mean they are always available. See your system hardware documentation for additional information.



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## DETERMINING THE SERIAL PORT SETTINGS

Run the WTEST utility, as described in [Testing the tablet](#). If the tablet was found, the Com port number, IRQ line number, memory address, and baud rate of the serial port that the tablet is connected to will be displayed. If not found, refer to your system manufacturer's documentation for correct serial port configuration.

Here are the standard IRQ and memory address settings for most computer serial ports.

<i>Serial port</i>	<i>IRQ</i>	<i>Memory address</i>
Com 1	4	03F8h
Com 2	3	02F8h
Com 3	4	03E8h
Com 4	3	02E8h

For example, if your tablet is on Com 3 and your modem is on Com 1, they both are configured for IRQ 4 and will conflict with one another. In this case, you could change the tablet port to a non-standard IRQ setting. Refer to [Using non-standard IRQs](#).

If you want to use a tablet, mouse, and modem, you can put the tablet on Com 3 with an IRQ line different from 3 or 4 and run the WTEST program to locate the tablet. Refer to [Using non-standard IRQs](#), or to your computer hardware manual for information about configuring IRQ lines.



# TROUBLESHOOTING

If you encounter problems with your UltraPen or tablet, refer to the following chart. Your problem may be described here, and you can try the solution offered.

## GENERAL PROBLEMS

The computer does not have an available serial port.	Remove an existing peripheral serial device and any associated device drivers for that hardware, or add an additional serial port. Then install PenPartner.
The tablet power light is not on. The keyboard does not work. The PS/2 mouse does not work.	Turn off your computer. Verify that your tablet's power cable is properly connected to the mouse or keyboard port; be sure your computer is off before disconnecting or connecting your tablet. Verify also that the mouse or keyboard is properly connected to the PS/2 pass-thru cable. Refer to <a href="#">Hardware connection</a> for instructions. If the tablet's power light still does not turn on, you may have a defective tablet. See <a href="#">Contacting technical support</a> .
Drivers load properly but the tablet and pen do not function.	Exit Windows and run WTEST, then try running Windows again. Refer to <a href="#">Testing the tablet</a> .



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The pen tip does not work properly. Pressing the pen tip to the tablet either does nothing or brings up a shortcut menu.

If the mouse is configured for left-handed operation, the tip and side switch functions on the pen will be reversed. Open the **Mouse** control panel and set the mouse for right-handed operation.

The tablet does not respond to the pen.

On the PenPartner control panel, verify that **Driver ON** is checked. If not, use your mouse to turn it back on. If you do not have a mouse attached to your computer, use the **Tab** key to select the checkbox and then press the **spacebar** to toggle the driver on.

Pen selects everything, will not stop drawing.

If this occurs in Windows, try moving the **Tip Feel** slider toward **Firm** in the PenPartner control panel.

Run the WTEST program to test the pen. Refer to [Testing the tablet](#). Delete the WACOM.INI and WINTAB.INI files located in the Windows subdirectory, then restart Windows. Note that this will reset the WACOM tablet to its factory default settings.

The tip or side switch does not function.

Run the WTEST program and check for proper pen function. Make sure the power light changes from orange to green when the tip or side switch is pressed. If it does not, you may have defective hardware; see [Contacting technical support](#).



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The side switch does not work. Be sure you press the side switch when the pen tip is in proximity—do not press the pen tip at the same time.

From the PenPartner control panel, verify that the side switch is set to the proper function.

Make sure the tablet power light turns green when you press the side switch. If it does not, you may have defective hardware (see [Contacting technical support](#)).

---

## WINDOWS-SPECIFIC PROBLEMS

Double-clicking is difficult. Be sure you are quickly tapping the tablet twice in the same place on the tablet's active area (review the technique in [Clicking](#)).

Try increasing the **Double Click Distance** (see [Make double-clicking easier](#)).

Try using a lighter **Tip Feel** (see [Adjusting tip feel](#)).

Make sure the double-click speed in the mouse control panel is not set too fast.



**Windows 3.1 and 95 only:**  
After installing the WACOM driver, the cursor disappears in some applications.

This occurs when a mouse is replaced with the tablet and the mouse driver was not removed. To solve this problem, follow the procedure below:

1. Insert the WACOM tablet CD-ROM into your computer.
2. Select **Run...** from the Windows **Start** menu (or **File** and **Run...** for Windows 3.1) and type:

```
d:setup /z d:\win\3195\oldmouse.dr_  
c:\windows\system\oldmouse.drv
```

where **d:** is the drive letter of your CD-ROM.

3. Then edit your SYSTEM.INI file and change the mouse.driv line in the [boot] section to:  
**mouse.driv=oldmouse.driv**
4. Restart Windows for these changes to take effect.

---

Cannot move the cursor where you want to on the screen.

Delete the WACOM.INI and WINTAB.INI files from the Windows subdirectory and restart Windows.



After installing the WACOM driver, the cursor moves very slowly in Windows 95 and NT.

Some video drivers may have problems in high resolution modes when you are using a tablet. This is due to the amount of data produced by the tablet (approximately four times as much data as a mouse), and some video drivers cannot keep up with the high data rate. To improve your video driver performance:

- Obtain the latest video driver software from your video card manufacturer.
- In the Display Properties control panel under the **Plus!** tab, turn off **Show window contents while dragging**.
- In the Mouse Properties control panel, turn off animated or enlarged cursor.
- In the Display Properties control panel under the **Settings** tab, reduce your color palette to 256 colors, if possible.

---

With a Microsoft mouse attached and a mouse driver version of 8.2 or above, unable to access extended mouse features from within the Mouse control panel.

Run MOUSEMGR.EXE to access these features.



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When the pen tip contacts the tablet surface, the cursor jumps to the top left corner of the screen, or the error message, “Unable to implement function”, appears within the PenPartner control panel.

You may have had another manufacturer’s tablet, and the drivers are still loaded on your system:

**ACECAT:** Edit your SYSTEM.INI. Go to the drivers=line in the [boot] section and remove **awintab**. Then go to the [drivers] section and remove the **awintab=awintab.driv** line. Look also for any reference to **Virtual Tablet** and remove it. Save the changes and restart Windows.

**KURTA:** Edit your SYSTEM.INI by looking for any references to **wtkurta** and removing them. Save the changes and restart Windows.

## NT-SPECIFIC PROBLEMS

After installing the WACOM driver, WACOM and Serial error messages appear in the event viewer.

Some serial port and WACOM error messages will be generated while NT is starting up and the WACOM driver is loading. These messages are generated because the WACOM driver loads before the serial driver is loaded. Please ignore them.



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The tablet does not respond in Windows NT.

Verify that the following items are enabled:

1. Open the Windows **Control Panel**.
2. Open the **Devices** control panel and verify that the following drivers are enabled in the **HW Profiles...** option.
  - Penclass
  - Wacom
  - WTclass
3. Close the **Devices** control panel. Open the **Services** control panel and verify that the following services are enabled in the **HW Profiles...** option.
  - wacomkey
  - wintab32
4. Close the **Services** control panel and restart Windows.



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## CONNECTING WITH WACOM ONLINE

WACOM maintains a support forum on CompuServe.

**CompuServe.** You can get technical support, software updates, and news about WACOM products through CompuServe. If you are already a member, type **go wacom** at any “!” prompt to access the WACOM Technology Section of the Pen Technology Forum on CompuServe.

If you are not a member, as a WACOM customer you are entitled to a free introductory membership to CompuServe. This membership includes:

- Free access to all CompuServe Basic Services for one month.
- A \$15 introductory usage credit to explore the WACOM Technology Section of the Pen Technology Forum and other CompuServe Extended and Premium Services offerings.
- A private user ID number and password.
- A complimentary subscription to *CompuServe Magazine*, a monthly computing publication.

Start connecting online with WACOM Technology and other CompuServe members. In the United States, contact CompuServe at 800-524-3388 and ask for representative #366. Elsewhere, contact CompuServe at ++1-614-529-1349 and ask for representative #366.



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## CONTACTING TECHNICAL SUPPORT

If you have a problem with your WACOM tablet, first check [Installation](#) and [Having Trouble?](#) to be sure the tablet is installed correctly. If you cannot find the answer in this manual, you may find updated information about your problem in the Readme file located on the PenPartner CD-ROM. Check also the WACOM Home Page on the Internet. If you are unable to solve the problem, contact WACOM Technical Support.

## LINKING TO THE WEB PAGE

Answers to frequently asked questions and troubleshooting tips can be found on the appropriate Web site for your area in [Who to call](#).

## PRE-CONTACT CHECKLIST

You might want to print a copy of this page for reference. When you call, you should be at your computer with the following information available:

- This manual
- Tablet serial and model number (Look on the bottom of the tablet.)
- Driver version number (Look on the PenPartner CD-ROM or in the PenPartner control panel.)
- The make and model of your computer
- A list of the peripheral devices attached to your computer
- The exact wording of any error message that appeared on your screen
- What happened and what you were doing when the problem occurred
- How you tried to solve the problem



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## WHO TO CALL

If you think your WACOM tablet is not working properly, contact the WACOM support staff for the area where your product was purchased. If you have a modem, you can download the latest software drivers from the Internet or the WACOM bulletin board.

### *USA, Canada, Central and South America*

Contact your local distributor, or:

Phone:	++1-360-750-8884	Technical support.
FAX:	++1-360-750-8924	Technical support.
Fast FAX:	1-800-922-7590 (USA and Canada)	Automated support and sales information.
BBS:	++1-360-750-0638	Driver updates. Settings: 1200 to 14400 bps, 8 data bits, 1 stop bit, no parity
Internet email:	support@wacom.com	Automated mailback support.
CompuServe email:	72662,2175	Technical support.
Worldwide Web:	http://www.wacom.com/productsupport	24-hour technical support information and driver updates.
Anonymous FTP Site:	Type <b>ftp.wacom.com</b> and go to the <b>/pub/drivers</b> subdirectory.	Driver updates.



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## Europe, Middle East and Africa

Contact your local distributor, or:

Phone:	++49-(0)2131-123925	Technical support.
FAX:	++49-(0)2131-101760	Technical support.
BBS:	++49-(0)2131-120317	Driver updates. Settings: 1200 to 28800 bps, 8 data bits, 1 stop bit, no parity
Internet email:	support@wacom.de	Technical support.
Worldwide Web:	http://www.wacom.de	Driver updates.
Anonymous FTP Site:	Type <b>ftp.wacom.de</b> and go to the <b>/pub</b> subdirectory.	Driver updates.

## Japan

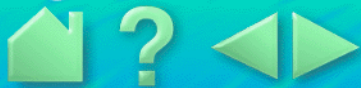
Contact your local distributor, or:

Phone:	++81-(0)480-72-6869	Technical support. (Japanese)
FAX:	++81-(0)480-78-1237	Technical support. (Japanese)
Internet email:	tablet@wacom.co.jp	Technical support and sales. (Japanese)
Worldwide Web:	http://www.wacom.co.jp	Driver updates and information. (Japanese)

## Asia Pacific

Contact your local distributor, or:

Phone:	++81-(0)480-78-1213	Technical support. (English)
FAX:	++81-(0)480-78-1217	Technical support. (English)
Internet email:	asia-pacific@wacom.co.jp	Technical support and sales. (English)
Worldwide Web:	http://www.wacom.co.jp/asia-pacific	Driver updates and information. (English)



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# APPENDICES

A procedure for uninstalling the PenPartner software is included in this section. You will also find product specifications, license and warranty information, and a list of available parts and accessories for PenPartner.

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## UNINSTALLING THE SOFTWARE

To remove PenPartner's software driver from your system:

### ***For Windows 95 and NT:***

1. Go to the **c:\wacom** or other directory where you installed the WACOM files and double-click on the uninstall icon (**Uninst95** or **UninstNT**).
2. Follow the prompts to remove the software driver.

### ***For Windows 3.1:***

1. Insert the PenPartner CD-ROM into your computer.
2. Within the Program Manager, open the **File** menu.
3. Select **Run...** and type **d:setup**, where **d:** is your CD-ROM's drive letter.
4. Select the **Uninstall** option and press **Enter**.
5. Follow the prompts to remove the software driver.



# PRODUCT SPECIFICATIONS

## PENPARTNER TABLET (MODEL CT-0405-R)

Active area (W x D)	128.0 x 96.0 mm (5.04 x 3.78 in)
Physical size (W x D x H)	196.0 x 181.0 x 7.0 mm (7.72 x 7.13 x 0.28 in)
Cable length	2.0 m (6.56 ft)
Weight	400 g (0.88 lb)
Power requirements	DC 5V 100mA, from PS/2 port
Power consumption	0.5 watts
Resolution	39.4 lpmm/1000 lpi
Accuracy (overall with pen)	0.5 mm (0.02 in), maximum
Pressure levels	256 levels
Maximum reading height	5 mm (0.2 in)
Maximum report rate	205 points per second
Communication interface	RS-232C Serial
Connector	9-pin, D-sub, female
Operating temperature	5°C to 40°C (41°F to 104°F)
Storage temperature	-10°C to +60°C (14°F to 140°F)
Operating relative humidity	20% to 80% noncondensing
Storage relative humidity	20% to 90% noncondensing
Compliance	FCC class B, VCCI class 2, CE (EN 50 082-1, EN 55 022 Class B)



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## ULTRAPEN (MODEL UP-703E)

Side switch color	Light green
Eraser color	Light green
Pen tip travel	0.1 mm (0.004 in) or less
Eraser tip travel	2.0 mm (0.079 in)
Physical size (L x D)	140.5 x 11.4 mm (5.53 x 0.45 in)
Weight	11.2 g (0.395 oz)
Tip refill type	Polyacetal (Part No. PSI-A021)



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# LICENSE AND WARRANTIES

## SOFTWARE LICENSE

This legal document is an agreement between you, the end-user, and WACOM Technology Corporation (WACOM).

**1. Grant of License.** The enclosed product includes computer programs embedded in firmware and accompanying diskette or CD-ROM (the "Software"). The Software is licensed, not sold, to you for use only with WACOM products upon the terms of this license, and WACOM reserves any rights not expressly granted to you. WACOM grants to you a non-exclusive right to use this copy of the Software in conjunction with a WACOM product at a single location.

**2. Ownership of Software.** Although you may own the product in which the Software is originally recorded, WACOM retains ownership of the Software itself. You acknowledge that the Software is WACOM's property, and contains valuable confidential, unpublished information developed or acquired by WACOM at great expense, including data processing algorithms, innovations and concepts. The Software is protected by copyright and other federal and state laws. You agree to use your reasonable best efforts to protect the Software from unauthorized reproduction, distribution, disclosure, use, or publication.

**3. Copy Restrictions.** Unauthorized copying of the Software is expressly forbidden.

**4. Use Restrictions.** You may not decompile, reverse assemble, disassemble or reverse engineer the Software.

**5. Termination.** This License is effective until terminated. This License will terminate automatically without notice from WACOM if you fail to comply with any provisions of the License.

**6. Miscellaneous.** This License is governed by the laws of the United States of America and the state of California except in Asia Pacific and by the laws of Japan for Asia Pacific.



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## LIMITED WARRANTY

WACOM warrants the product, except for the Software, to be free from defects in materials and workmanship under normal use and service as long as the product remains in production and in possession of the original owner, but not less than one (1) year, as long as you own the product as evidenced by a copy of the receipt and a registration card that has been returned to WACOM within 30 days of purchase.

The Software is licensed "as is." WACOM makes no warranty with respect to its quality or performance. WACOM cannot guarantee you uninterrupted service or the correction of any errors.

*Upon discovery of a defect in the product, except in the Software, within the Warranty Period, you should contact WACOM Technical Support via telephone to obtain an RMA (Return Merchandise Authorization) number and instructions for shipping the product to a service location designated by WACOM. You should send the product, shipping charges prepaid, to the designated service location, accompanied by the return authorization number, your name, address and telephone number, proof of purchase date, and a description of the defect. WACOM will pay for return shipping by United Parcel Service or by an equivalent service as chosen by WACOM.*

WACOM's sole obligation and entire liability under this warranty shall be, at WACOM's option, either the repair or replacement of the defective product or parts thereof of which WACOM is notified during the Warranty Period; provided, however, that you are responsible for (i) the cost of transportation of the product to the designated service location and (ii) any loss or damage to the product resulting from such transportation.

WACOM shall have no responsibility to repair or replace the product if the failure of the product has resulted from accident, abuse, misuse, negligence, or unauthorized modification or repair, or if it has been handled or stored other than in accordance with WACOM's storage instructions.

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



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## WARRANTY ON SALES OUTSIDE OF U.S. AND CANADA

For products purchased or used outside of the United States and Canada, the warranty is one (1) year from the date of purchase, and upon discovery of a defect in the product, except in the Software, within the Warranty Period you should notify your local dealer or distributor. In all other respects the terms of the warranty as set forth above apply to such sales.

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

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Japan



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## PARTS AND ACCESSORIES

To order additional pens and other accessories, contact your WACOM dealer.

### TABLETS

*PenPartner (CT-0405-R)* This is an entry-level tablet. Used as a mouse alternative or drawing tool, it enables you to more naturally point, click, draw, edit photos, and personalize projects.

### PENS

*UltraPen (UP-703E)* This pressure-sensitive pen is an all-purpose tool to use for drawing, erasing, and typical mouse operations. The easy-to-use side switch gives you the ability to simulate mouse actions or keyboard modifier keys.

### OTHER PARTS AND ACCESSORIES

<i>Description</i>	<i>Part Number</i>
Pen Stand	PST-A016
Spare Nibs (Qty 5)	PSI-A021
Pen Tether	FUZ-A073
PS/2-AT Adaptor	STJ-A131-01



# GLOSSARY

**Absolute positioning.** A method for positioning the screen cursor. Wherever you place the pen on the tablet, the cursor will jump to the same corresponding point on the screen. This is normal pen behavior. See also [relative positioning](#).

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

**Context aware application.** A WACOM feature that provides eraser support for some non-eraser aware applications. When you use the eraser to select text or objects in a supported application, and you lift the eraser off the tablet, the UltraPen will delete whatever is selected.

**Cursor.** See [screen cursor](#).

**DOS real mode.** A version of DOS that is not running under another operating system or called from another software application.

**DOS shell.** A version of DOS that is running under another operating system or software application.

**Double click-distance.** The distance in screen pixels where a double-click will be recognized. To make double-clicking easier, expand the tap area that accepts a double-click.

**Eraser-aware application.** A software application that supports the UltraPen's eraser. These applications take advantage of the eraser in different ways, depending on what makes sense for that application. See also [non-eraser aware application](#).



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**Nib.** The UltraPen's replaceable tip.

**Non-eraser aware application.** An application that does not have built-in support for the UltraPen's eraser. See also [eraser-aware application](#).

**Pixel.** The smallest unit of measurement on your monitor screen. To double-click with the UltraPen, you must tap the tablet twice in the same place (same screen pixel).

**Pressure-sensitive application.** Any application that supports input pressure. Pressure sensitivity allows for natural-looking pen, brush, and eraser strokes in graphics applications.

**Proximity.** The distance above the tablet surface, 5 mm (0.2 inch), where the pen is detected. This enables you to move the screen cursor without actually touching the tablet, making tracing possible. The UltraPen's side switch also works when the pen is in proximity.

**Relative positioning.** A method for positioning the screen cursor. With relative positioning, the UltraPen behaves like a mouse. See also [absolute positioning](#).

**Screen cursor.** The cursor on the monitor screen. Screen cursors have different shapes, such as an arrow or a box, depending on the type of application you are running.

**Wintab.** The interface standard used for tablets in Microsoft Windows. PenPartner supports all Wintab-compatible applications under Windows 95, NT, and 3.1.



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